



**General Services Administration  
Enterprise GWAC Center**

# **ITOP II Government Wide Acquisition**



## **Ordering Procedures**

**1-877-534-2208    [www.gsa.gov/ITOPII2](http://www.gsa.gov/ITOPII2)**

**August 8, 2005**

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## SECTION 1: WHAT IS ITOPII?

**Definition:** the Information Technology Omnibus Procurement (ITOPPII) is a multiple contractor procurement vehicle that is designed to provide a broad range of support resources related to Information Technology (IT). ITOPII clients receive credit (as applicable) toward their socioeconomic goals, and as explained below, the Economy Act does not apply.

**Functional Areas:** The second Information Technology Omnibus Procurement (ITOPPII) program consists of prime contractors and subcontractors that provide services in three functional areas:

- Information Systems Engineering (ISE)
- Systems Operations and Management (SOM)
- Information Systems Security Support Services (ISS)

**Contractors:** Twenty-six (26) 8(a), small business, and large prime contractors (and their associated subcontractors) have formed 35 ITOPII teams, and are divided as follows:

- **ISE** - 14 contractors
- **SOM** - 13 contractors
- **ISS** - 8 contractors

### Contractual Aspects:

- Indefinite Delivery, Indefinite Quantity (IDIQ) task order contracts which could total \$10 billion over an estimated 7 year life
- Multiple contract types available
  - Firm Fixed Price
  - Cost Plus Fixed Fee
  - Cost Plus Award Fee
  - Time and Materials
  - Fixed Price Award Fee
- Multiple year task orders permissible
- \$300 million task order limitation
- Primarily competitive, with some limited directed (sole source) orders allowed
- While primarily services, hardware/software may be acquired and leasing may be included to support full solution based IT contracting



### WHAT'S IN IT FOR YOU?

**Value & Quality**  
Clients Focus

**Fast, Reliable, and Convenient Service**  
Ability to Handle Unplanned/Spiked Demand

## SECTION 2: THE ITOPII PROGRAM and POLICIES

### A. Purpose

This handbook describes the steps needed to use the contract services of ITOPII and defines roles and responsibilities of major parties involved in the management of the ITOPII contract. Procedures in this handbook apply to all Government Agencies using ITOPII contracts.

### B. Background

The development of the ITOPII program was in response to a need to acquire state-of-the-art information technology services in a timely manner. ITOPII is a multiple contract procurement vehicle designed to provide a broad range of Information Technology (IT) support services. Through the use of ITOPII, clients will have a flexible means of meeting IT needs quickly, efficiently, and cost effectively. ITOPII was designed to provide our clients with highly skilled, responsible contractors (large, small, and 8(a)) who possess a wide variety of expertise.

### C. Scope

The ITOPII Statement of Work (SOW) shown in Appendix A includes the following functional areas (with examples of the types of subtasks covered under each):

- ***Information Systems Engineering (ISE)***

- |  |               |
|--|---------------|
| • IT Strategic Planning, Program Assessment, and Studies | SOW Para. 2.1 |
| • Business Process Reengineering (BPR)                   | SOW Para. 2.2 |
| • Software Life Cycle Management (SLCM)                  | SOW Para. 2.3 |
| • Software Engineering                                   | SOW Para. 2.4 |
| • Software Maintenance and Licensing                     | SOW Para. 2.5 |
| • EC/EDI Support   | SOW Para. 2.6 |
| • Independent Validation and Verification Support        | SOW Para. 2.7 |
| • IT Research and Development                            | SOW Para. 2.8 |
| • Other ISE Tasks  | SOW Para. 2.9 |

- ***Systems Operations & Management (SOM)***

- |   |               |
|---|---------------|
| • Office Automation Support/Help Desk     | SOW Para. 3.1 |
| • Network Support                         | SOW Para. 3.2 |
| • Computer Center Technical Support       | SOW Para. 3.3 |
| • Media/Learning Center Support           | SOW Para. 3.4 |
| • Telecommunications Support              | SOW Para. 3.5 |
| • Seat Management                         | SOW Para. 3.6 |
| • Independent Verification and Validation | SOW Para. 3.7 |
| • Software Maintenance and/or Licensing   | SOW Para. 3.8 |
| • Other SOM Tasks                         | SOW Para. 3.9 |

- ***Information Systems Security Support Services (ISS)***

- |   |                |
|---|----------------|
| • Mainframe Automated Information Security Support                      | SOW Para. 4.1  |
| • Disaster Recovery, Continuity of Operations, and Contingency Planning | SOW Para. 4.2  |
| • Computer Security Awareness and Training                              | SOW Para. 4.3  |
| • Computer Security Incident Response                                   | SOW Para. 4.4  |
| • Virus Detection, Elimination, and Prevention                          | SOW Para. 4.5  |
| • Computer Security Plan Preparation                                    | SOW Para. 4.6  |
| • Certification of Sensitive Systems                                    | SOW Para. 4.7  |
| • Quantitative Risk Analysis of Large Sensitive Systems                 | SOW            |
| Para. 4.8   |                |
| • Security for Small Systems, Telecommunications, and Client Service    | SOW Para. 4.9  |
| • System Recovery Support Services                                      | SOW Para. 4.10 |
| • Independent Verification and Validation                               | SOW Para. 4.11 |
| • Software/Hardware Maintenance and/or Licensing                        | SOW Para. 4.12 |
| • Other ISS Tasks   | SOW Para. 4.13 |

In accordance with the ITOPH program's designation as executive agent, Government agencies, will be allowed to utilize this contract to satisfy requirements for information technology services and associated hardware/software purchases or leases. There is no limitation placed upon the dollar or percentage amount that can be awarded by Government agencies for the program; however, the ITOPH Contracting Officer (ITOPH PCO) reserves the right to impose an ordering limitation on Government agencies. The present ordering restriction upon Government agencies is a limitation upon single task orders of \$300M.

#### **D. Economy Act/ITMRA Act Implications**

ITOPH was designated by OMB as an executive agent under provisions of the Information Technology Management Reform Act of 1996. Therefore, the Economy Act is not applicable, and a Determination and Finding cited in FAR 17.5 is NOT required. The applicable statutory authority cite is section 5112(e) of 40 U.S.C. 1412(e).

#### **E. “Fair Opportunity to Compete” Under ITOPH**

It is the Government’s intent to compete Task Orders in excess of \$2,500 among the ITOPH contractors within a designated functional area. It is also anticipated that Task Orders will be issued for every Task Order request. However, Contractors need not be given an opportunity to be considered for a particular Task Order in excess of \$2,500 if a directed source justification is authorized in accordance with Appendix D of this handbook, which is pursuant to 41 U.S.C. 253j and 15 U.S.C. 637 and 644. All task orders not subject to the conditions in Appendix D shall be processed as a competitive procurement. All contractors within the functional area shall have a fair opportunity for consideration (see also Step 3 of this section of the handbook) unless the requirement is specifically set aside for 8(a) or Small Business competition only. Set-aside competitions may be requested within the ISE and SOM functional areas for Small Business', and within all three areas for 8(a) companies.

Under ITOPH, once a program has been authorized to be competed under ITOPH and ***made available to all contractors***, that program is not required to become a future 8(a) set-aside program should an ITOPH 8(a) firm be the successful offeror. The Director of the Office of Small Disadvantaged Business Utilization (OSDBU) has approved this approach.

**No** directed Task Order Requests for Proposals (TORFPs) or task orders or modifications to directed task orders shall be issued **until the SOW, SOOs or PBS has been reviewed by the ITOPH PCO and the ITOPH PCO has reviewed the agency internally approved directed sole source justification (See Section D for guidance).**

Notification that the aforementioned reviews have been completed shall be provided to the cognizant contractor by the ITOPH PCO or Task Order Contracting Officer (TOCO) in writing (e-mail sufficient). The exact value of the directed task order shall be provided to the ITOPH PCO through provision of a copy of the Task Order to the ITOPH PCO within 5 calendar days of TO issuance, as required by Step 5 of this section of the handbook.

Before any modifications to directed task orders that result in modification to the amount of award or period of performance, a revised sole source justification must be completed by the client or TOCO and forwarded to the ITOPH CO for review after it has been approved by the client agency approving officials. The procedures as given above for processing TO directed sole source justifications for initial directed task orders shall also be followed for modifications.

## **ITOPII Directed Task Order Annual Ceiling Periods**

The annual timeframes referenced in Appendix D (see item 5) for **8(a) directed awards** only shall be based on dollars awarded during:

March 1, 1999 - February 28, 2000  
March 1, 2000 - February 29, 2001  
March 1, 2001 - February 28, 2002  
March 1, 2002 - February 28, 2003

March 1, 2003 - February 29, 2004  
March 1, 2004 - February 28, 2005  
March 1, 2005 - January 13, 2006

When Task Orders are incrementally funded, the amount of the award shall be applied against the contract period ceiling (not the amount obligated), and the specific contract period will be determined by the initial date of the period of performance (not the date of award).

The annual limitation for directed orders per 8(a) contractor cited in Appendix D will be strictly enforced. ITOPII is intended to be primarily competitive, and exceeding the specified limitation may result in a decreased amount of directed order dollars available to the contractor in the next fiscal year. Repeated violations of the established limitation may result in revocation of directed orders for the contractor for the upcoming fiscal year.

To ensure Fair Opportunity for Consideration, ITOPII standard procedures are:

- All competitive task orders are released to all vendors within the area of consideration (ITOPII Functional Area).
- Exceptions for 8(a) and Small Business set-asides will be granted.
- ITOPII specifies no preferred sources.
- ITOPII at the task order level provides background/general and technical environment information to all vendors proposing on a task order. This information is usually part of the task order Request for Proposal. If there is an incumbent, all information available to the incumbent is made available to other vendors. For example, when documentation is voluminous, we request that a reading library and a point of contact be made available for vendors. Or, if survey or other evaluations have been performed that relate to the task, we obtain copies of all related information and provide it to all vendors.
- ITOPII receives and answers requests for clarification at task order level via what ever system the client chooses to utilize.
- ITOPII at the task order level monitors the number of bids received on competitive task order solicitations. When the response level is low we survey non-participating vendors to gather information on why they did not participate. We take action to ensure all ITOPII-controllable reasons for non-participation are eliminated.
- ITOPII periodically holds meetings with prime contractors to provide information, guidance and suggestions on how to best prepare proposals for government review.

## **F. ITOPII CONTRACT ACCESS FEE (CAF)**

The following clause can also be found in the ITOPII Contract.

### **G.10 Contractor Sales Reporting and Contract Access Fee Remittance (DEC 2004)**

#### **(a) Sales Reporting**

The Contractor shall electronically report all sales under this contract. "Sales" means the dollar amount invoiced under the task order.

The contractor shall accurately report the dollar value, in U. S. dollars and rounded to the nearest whole dollar, by calendar quarter (January 1–March 31, April 1–June 30, July 1–September 30, and October 1–December 31).

Reports, including “zero” sales, shall be submitted electronically via an Internet website designated by the General Services Administration (GSA)’s Federal Supply Service.

The contractor shall convert the total value of sales made in foreign currency to U.S. dollars using the “Treasury Reporting Rates of Exchange” issued by the U.S. Department of Treasury, Financial Management Service. The contractor shall use the issue of the Treasury report in effect on the last day of the calendar quarter. The report is available from Financial Management Services, International Funds Branch, Telephone:202-874-7994, Internet: <http://www.fms.treas.gov/intn.html>.

\*The report is due within 30 calendar days following the end of the reporting quarter. The contractor shall continue to furnish quarterly reports, including “zero” sales, as follows:

- Final invoice submission for all fixed price, time-and-materials and labor hour orders.
- Final closeout of all cost-reimbursement orders.

Prior to using the reporting system, the contractor shall complete contract registration with the FSS Vendor Support Center (VSC). The VSC website address, as well as registration instructions and reporting procedures, will be provided within 60 days of contract award. FSS reserves the unilateral right to change such instruction from time to time, following notification to the contractor.

Reporting will be by contract at the task order level. Reports for multiple contracts shall not be consolidated.

Failure to submit required reports or the falsification of reports is sufficient cause for the Government to terminate the contract for default under the termination provisions of this contract.

**\*NOTE: Please be advised that in addition to submitting quarterly reports the contractor will continue to send the Monthly Report of Sales to the ITOPH PCO not later than the 5<sup>th</sup> work day of each month until notified in writing to cease the monthly submittal.**

#### **(b) Contract Access Fee Remittance**

The Contract Access Fee reimburses GSA’s Federal Supply Service for the costs of operating the GWAC program. The CAF represents a percentage of the total quarterly sales reported.

The CAF percentage is set at the discretion of GSA’s FSS. FSS has the unilateral right to change the percentage at any time, but not more than once per year. FSS will provide reasonable notice prior to the effective date of any change. FSS will post notice of the current CAF at <http://vsc.gsa.gov> or successor website as appropriate.

The contractor shall remit the CAF to FSS in U.S. dollars within 30 calendar days after the end of the reporting quarter. Final CAF payment is due within 30 calendar days after physical completion of the last outstanding task order under the contract.

\*\*Instructions for remitting the CAF are contained in the Vendor Support Center website referenced above. If paying by check, each check shall be annotated with the corresponding contract number and reporting quarter.

Where multiple invoices and/or multiple task orders under this contract are involved, the CAF may be consolidated into one payment. CAF payments for multiple contracts or reporting quarters shall not be consolidated.

FSS will provide the Contractor with specific written instructions on remitting the CAF. FSS reserves the unilateral right to change such instructions from time to time, following notification to the Contractor.

Within 60 days of contract award, an FSS representative will provide the Contractor with specific written instructions on remitting the CAF. FSS reserves the unilateral right to change such instructions from time to time, following notification to the Contractor.

Failure to remit the full amount of the CAF within 30 calendar days after the end of the applicable reporting period constitutes a contract debt to the United States Government under the terms of FAR 32.6. The Government may exercise all rights under the Debt Collection Improvement Act of 1996, including withholding or setting off payments and interest on the debt (see FAR 52.232-17, Interest). The Contractor's failure to timely pay the CAF is sufficient cause for the Government to terminate the contract for default under the termination provisions of this contract.

**\*\* NOTE: Please be advised that you are still required to send your contract access fee (CAF) to the Enterprise GWAC Center, San Diego, via check with the required annotations until the lock box system is functioning. You will be notified as to when to start sending the CAF to the lock box. Once you are instructed to begin using the lock box you will send a copy of your check for payment of the CAF to the Enterprise GWAC Center.**

**Reimbursable Funded Task Orders:**

Reimbursable Task Orders may be subject to additional CAF due to any costs associated with provisions of the Prompt Payment Act. In addition, cost reimbursement Task Orders may be subject to cost adjustments due to overhead rate revisions. See Appendix K for information on contract types for further information.

Appendix L shall be completed for each reimbursable Task Order to be awarded by the TOCO.

## **G. FEDERAL PROCUREMENT DATA SYSTEM (FPDS)**

Each Task Order awarded under the ITOP II Contracts must be entered into the FPDS system to ensure proper government-wide statistics are maintained. The requesting client shall be responsible for FPDS data entry. See the paragraph titled "Administrative Requirements" in Section C, Step 6 for further information.

## **H. RESERVED.**

## **I. WAIVERS**

The ITOP II PCO must approve any waivers to the procedures contained in this handbook. This authority is not re-delegable. Requests for waivers and the rationale underlying such requests shall be submitted to the ITOP II PCO address shown in Section 3, paragraph B of the handbook.

While the Task Order (TO) methodologies explained in the subsequent sections of this handbook represent the Government's current approach to Task Order issuance, hopefully, through Government and Contractor cooperation and innovation, these methodologies will regularly evolve to incorporate lessons learned and to become more efficient and effective.

**Therefore, this handbook is a living document and will be updated as needed.**

**END OF PAGE**

## SECTION 3: ITOPII ROLES AND RESPONSIBILITIES

### A. ITOPII PCO roles and responsibilities include but are not limited to the following:

- Serve as Point of Contact for ITOPII clients, providing information regarding the services available under the contract and the administrative procedures for placing orders.
- Ensure each client receives the information and materials needed to fulfill their responsibilities (e.g., this handbook, modified/updated ITOPII program information).
- Ensure contractors perform in accordance with the contract terms and conditions and that task order requirements are met.
- Establish and maintain central contract files and databases, as appropriate.
- Convene program review meetings to discuss ITOPII performance as it relates to client satisfaction and contractor performance and identify and resolve related issues.
- Encourage Alternate Dispute Resolution Partnering (i.e., the use of alternative means in lieu of filing a formal dispute to resolve issues; this approach is intended to provide faster, less expensive, and less contentious solutions.)
- Ensure compliance with delegated authorities (e.g., 300M task order limit, reporting required under Executive Agent status) and contractual requirements (e.g., directed task order limitations).
- Track all CAF amounts collected.
- Track the Report of Sales.
- Track the Subcontractor Activity Report.
- Track the Monthly Status Report.
- Review, approve and issue Delegations of Authority to Client Contracting Officers (COs).
- Provided the ITOPII PCO is kept apprised and informed of all procurement activities as they occur, GSA will provide complete support in the event of a protest, where issues raised go to the scope of the Master contract;
- The ITOPII PCO will respond, in a timely manner, to Client questions throughout the process.
- The ITOPII PCO will inform Clients of all modifications to the ITOPII contract at contract level; and
- As requested by ITOPII PCO or the Client, the task order files will be reviewed on a sampling basis no less than once a year.
- The ITOPII PCO will be apprised and informed of all procurement activities as they occur in the solicitation, evaluation, and award process.
- The ITOPII PCO will provide support and oversight in reviewing and analyzing task (s) in terms of scope considerations.
- If requested ITOPII PCO will provide support and oversight for ensuring that fair opportunity is provided to all ITOPII industry partners.
- If requested the ITOPII PCO will be a full partner in the award of tasks of this size.
- If requested the ITOPII PCO will review the intended procurement for acquisition strategy and appropriateness of business line as it relates to GSA activities.
- If requested the ITOPII PCO will assist with the procurement planning, including the drafting of procurement documents (e.g. evaluation criteria, scoring methodologies, technical evaluations, economic evaluations, award procedures, etc.).
- If requested the ITOPII PCO will participate in procurement activities including pre-proposal conferences, oral presentations, technical evaluations, economic evaluations, best value determinations, etc.
- If requested the ITOPII PCO will provide necessary oversight to ensure that award is made in accordance with the stated evaluation criteria.
- If requested the ITOPII PCO will participate in the post award debriefs.
- At predefined intervals, GSA Central Office will provide an additional review of the procurement.

The ITOPII PCO shall have **overall contractual responsibility** for ITOPII. The ITOPII PCO alone, without delegation, is authorized to take actions on behalf of the Government to amend, modify or deviate from the contract terms, conditions, and requirements. The ITOPII P CO may delegate certain other responsibilities to

authorized Task Order Contracting Officers (TOCOs) who have received a DOA to issue TOs under this contract to other GSA entities or other Government agencies.

The ITOPII PCO for the program is:

Enterprise GWAC Center  
GSA/FSS  
9988 Hibert Street, Suite 310  
San Diego, CA 92131  
Phone Number: 858-530-3183  
Fax Number: 858-530-3182  
Email Address: chon.son@gsa.gov

## **B. CLIENT**

Each Client shall designate a TOCO. The TOCO will be responsible for amendments and modifications to the ITOPII task orders, as well as other contract administration issues specified in the agency Memorandum of Understanding and the Delegation of Authority (DOA). TOCOs may be assigned by a government agency, and/or by each task order. The TOCO becomes the primary contact between the Client and the ITOPII PCO. This relationship is critical as it ensures clear lines of authority and responsibility for the Client and the ITOPII PCO. The TOCO is responsibilities include but are not limited to the following:

- Coordination of activities of personnel involved in the task order (e.g., Contracting Officer's Representative, accounting staff).
- Ensuring any actions under the Client's control are performed in accordance with applicable statutes, regulations, and procedures.
- Accepting responsibility for all costs associated with the completion of their Task Order.

While the level of client involvement is dependent to some extent on the type of service requested (i.e., director or direct bill or assisted service), in general, the TOCOs are responsible for collaborating with the ITOPII PCO to:

- Articulate their ITOPII service needs (i.e., Direct Order Direct Bill or Assisted Service).
- Ensuring payment of the CAF.
- Determine appropriate functional area based on predominance of work to be performed.
- Specify any hardware/software requirements related to the task order.
- Support the use of statement of objectives (SOOS) and performance-based statements of work and performance measures.
- Provide a copy of issued task order within five calendar days to ITOPII PCO.
- Provide a copy of correspondence relating to awarded task order schedule changes and problems.
- Complete performance evaluations on all task orders.
- Inspect and accept all task order deliverable items and services.
- Ensure property control accountability for any delivered equipment/software under the TO.
- Ensure adherence to the responsibilities outlined in the MOU and DOA.

When a Delegation of Authority (Direct Order Direct Bill) is issued to the Client TOCO the TOCO will be responsible for the administration of existing task order(s). In addition to the above responsibilities the TOCO will be responsible for the following:

The TOCO responsibilities include in addition to the above responsibilities and duties the following:

- Client will ensure that this agreement is signed by an official who is authorized to sign interagency agreements.
- Client will fully comply with applicable procurement regulations and policies.

- Client will provide a copy of any task orders and modifications thereof placed by the Client Agency to the ITOPII PCO within five calendar days of award.
- Client will include GSA in the distribution list of all task order actions as they occur.
- Client may provide open lines of communication and documentation (i.e., Request for Proposals (RFPs), Statement of Work (SOW), evaluation criteria, and standards) to GSA throughout the acquisition process.
- Client will ensure prompt payment of contractor invoices.
- Client will administer ITOPII task orders in accordance with the ITOPII contracts terms and conditions and mandates of the Federal Acquisition Regulation (FAR).
- Client will ensure that all ITOPII contractors are provided a fair opportunity for consideration prior to award in accordance with FAR 16.505. Additionally, Client will ensure that requirements issued under any exception to fair opportunity are fully documented and Client will obtain internal approvals and notify GSA on any exception to fair opportunity prior to proceeding on the basis of any proposed exception.
- Client will respond to any Congressional Inquiry and Freedom of Information Act (FOIA) requests for task orders and applicable post-award actions.
- Client will prepare and issue Findings and Determination (F&D) for any disputes arising under the task order(s). Client will resolve any task order problems or issues, and will adjudicate all disputes with the contractor.
- Client will determine the necessity for task order terminations for convenience or default and issue action(s) as required.
- Client will determine and issue security and privacy requirements for task orders that need Department of Defense Contract Security Classification Specification (DD Form 254).
- Client will evaluate contractor performance and performance reports shall be in the format agreed upon between the Client and the GSA.
- Client will close out task orders after all actions are completed.
- Client, upon request, will provide the ITOPII PCO access to task order files for review.

## **C. CONTRACTORS**

The principal roles of ITOPII contractors are to perform the work described in the awarded task orders and to ensure effective overall ITOPII contract management. Specific authorities and responsibilities of contractors are to:

- Provide the ITOPII PCO with reports covering task orders and contract status as specified in the contract and meet periodically as necessary.
- Provide the Report of Sales no later than the 5<sup>th</sup> working day of each month.
- Provide the Subcontractor Activity Report no later than the 5<sup>th</sup> working day of each month.
- Provide the Monthly Status Report (MSR) no later than the 15<sup>th</sup> of each month.
- Ensure performance and deliverables meet the requirements set forth in the contract/ task order.
- Obtain requisite approvals from the ITOPII PCO regarding critical subcontractors, key personnel, directed task orders, proposal/billing rates, et al.
- Segregate cost accounting data by task order.
- Use EC/EDI technology to the greatest extent practicable and when it is appropriate.
- Identify potential conflicts of interest.
- Provide comments on past performance evaluations.

Subcontractors listed on the following pages are as proposed and evaluated as part of the initial ITOPII contract award. These subcontractors are identified as part of the "ITOPPII team" as led by the prime contractors. Other subcontractors may also perform work under the ITOPII program. Please refer to the discussion on "Subcontractor Arrangements" appearing in Step 4 of the ITOPII Process as discussed in Paragraph C, Section 5 of this handbook for further information.

Types of subcontractors listed refer to: large, small and small disadvantaged (SDB). Any of these types may be also identified as woman-owned (WO).

## SECTION 4: ITOPII PROGRAM INFORMATION

### A. ITOPII CONTRACTORS/SUBCONTRACTORS - ISE (page 1 of 3)

PRIME CONTRACTORS	SUBCONTRACTORS	TYPE
<b>Advanced Management Technology, Inc.</b>  <b>8(a), WO</b> <b>DTTS59-99-D-00437</b>	Acton Burnell ANDRULIS Corporation Keane Federal Systems, Inc. Mitchell Systems Corporation Strategic Business Solutions, Inc. Strictly Business Computer Systems Structured Solutions, Inc. VISTA Computer Services, Inc. Wizdom Systems, Inc. World Wide Technology, Inc.	Small Small, WO Large Small, WO SDB, WO Small Small, WO SDB Small SDB
<b>Anteon Corporation</b>  <b>Large</b> <b>DTTS59-99-D-00442</b>	BTG CACI International, Inc. Caliber Associates HJ Ford Associates, Inc. KENROB and Associates, Inc. The Marasco Newton Group, Ltd. Multimax Troy Systems, Inc. TYBRIN Corporation	Large Large Small SDB SDB Large SDB Large Small
<b>Catapult Technology, Ltd.</b>  <b>Small</b> <b>DTTS59-99-D-00441</b>	Aero Tech Service Associates, Inc. A&T Networks, Inc. Cameron Consulting Preferred Systems Solutions, Inc. Pulsar Data Systems Statistica, Inc. Trident Systems, Inc. WT Chen & Company, Inc.	SDB Small, WO SDB SDB SDB Large Small Small
<b>Natek</b>  <b>Small</b> <b>DTTS59-99-D-00439</b>	APEX Technology, Inc. Applied Research Associates, Inc. Architecture Technology Corporation Computer System Technology, Inc. Datacom Services, Inc. DUCOM, Inc. Eastern Computers, Inc. Force 3, Inc. Integrated Information Technology Corp. Johnston McLamb CASE Solutions, Inc JMCS PRT Group, Inc. Reliable Integration Services, Inc. Telecom Solutions, Inc.	SDB Large Small SDB, WO SDB SDB, WO SDB SDB SDB Small Large Small, WO SDB

**ITOP II CONTRACTORS/SUBCONTRACTORS - ISE (page 2 of 3)**

<b>PRIME CONTRACTORS</b>	<b>SUBCONTRACTORS</b>	<b>TYPE</b>
<b>Datamat Systems Research, Inc.</b>  <b>8(a)</b> <b>DTTS59-99-D-00435</b>	Abelia Corporation Concurrent Technologies Corporation Decision Systems Technologies, Inc. JIL Information Systems Research Dynamics, Inc. Template Software, Inc.	Small Small Large SDB SDB, WO Small
<b>FC Business Systems, Inc.</b>  <b>Small</b> <b>DTTSF9-99-D-00440</b>	AERA AVANCO Canal Bridge DCC DMR Ecg Hi-Tec NEWLINK Don O'Neill Powertrain SHERIKON Vector Research VISI Vitronics	Small Small Small, WO SDB Large SDB SDB Small Small Small, WO Small Small SDB Small
<b>Computer Sciences Corporation</b>  <b>Large</b> <b>DTTS59-99-D-00443</b>	Advanced Systems Development (ASD) Computer Associates International, Inc. Electronic Data Systems, Inc. (EDS) FCI GeoLogics Intermetrics, Inc. RS Information Systems System Resources Corporation (SRC)	Small Large Large Small, WO SDB Large SDB Large
<b>PEC Solutions, Inc.</b>  <b>Small</b> <b>DTTS59-99-D-00438</b>	Automated Systems and Programming, Inc. (ASPI) Collins Consulting Group (CCG) Open Network Solutions, Inc. (ONS) Sabre Systems, Inc. Scientific Systems & Software International Corp. (SSSI)	Small   Small Small SDB SDB
<b>Science Applications International Corporation (SAIC)</b>  <b>Large</b> <b>DTTS59-99-D-00444</b>	Abacus Technology Corporation Adsystech, Inc. Cherokee Information Services, Inc. CTG, Inc. Forte Systems GroupWare Technologies, Inc. Infotech Enterprises, Inc. INDUS Corp. Intellisys Technology Corp. Leads Corporation LSA, Inc. Metron, Inc. Northern NEF, Inc. RA-Tech, Inc. Scientific Consulting & Automated Technological Services, Inc. (Scats, Inc.) Symbiont, Inc.	SDB SDB SDB SDB SDB Small, WO SDB SDB SDB Small SDB Small SDB SDB SDB, WO SDB

**ITOPH CONTRACTORS/SUBCONTRACTORS - ISE (page 3 of 3)**

<b>PRIME CONTRACTORS</b>	<b>SUBCONTRACTORS</b>	<b>TYPE</b>
<b>Signal Solutions, Inc.</b>  <b>Large</b> <b>DTTS59-99-D-00445</b>	Boeing Information Services, Inc. D. Appleton Company, Inc. (Dacom) Dimensions International, Inc. (DII) Dynamics Research Company, Inc. (DRC) Price Waterhouse LLP (PwC)	Large Small SDB Large Large
<b>SRA International, Inc.</b>  <b>Large</b> <b>DTTS59-99-D-00446</b>	ANSTEC COMTek Ellsworth Associates Erekson and Associates MSD	SDB SDB Small, WO Small Small
<b>Stanley Associates, Inc.</b>  <b>Large</b> <b>DTTS59-99-D-00447</b>	Applied Management Systems CIBER Corporation Computer Based Systems, Inc.(CBSI) Digicon Corporation FGM, Inc. GRC International Harris Corporation IMSI J.G. Van Dyke & Associates ManTech Technautics Visitronix	Small Large Large Large Small Large Large Large SDB, WO Small Large SDB SDB
<b>The Centech Group, Inc.</b>  <b>8(a)</b> <b>DTTS59-99-D-00436</b>	ALTA Systems, Inc. Century Computing, Inc. LEX Solutions, Inc. Per-Se Technologies Solutions by Design, Inc. Teledyne Brown Engineering	SDB, WO Small SDB Large Small Large
<b>Unisys Corporation</b>  <b>Large</b> <b>DTTS59-99-D-00 448</b>	Cambridge Systematics, Inc. Century Technologies, Inc. CGH Technologies, Inc. DSD Laboratories, Inc. HTE-UCS, Inc. KMPH Peat Marwick LLP Marconi/QSI (Tracor) MRJ Technology Solutions United Information Systems, Inc. (UIS)	Small SDB Small, WO Small Large Large Large Large Large Small

**END OF PAGE**

**ITOP II CONTRACTORS/SUBCONTRACTORS - SOM (page 1 of 3)**

<b>PRIME CONTRACTORS</b>	<b>SUBCONTRACTORS</b>	<b>TYPE</b>
<b>Advanced Management Technology, Inc.</b> <b>8(a), WO</b> <b>DTTS59-99-D-00458</b>	ANDRULIS Corporation ARTEL, Inc. Arthur D. Little Computer Sciences Corporation (CSC) Keane Federal Systems, Inc. Sterling Software Strategic Business Solutions, Inc. Structured Solutions, Inc. VISTA Computer Services, Inc. WORDPRO, Inc. World Wide Technology, Inc.	Small, WO SDB Large Large Large Large SDB, WO Small, WO SDB Small SDB
<b>Booz Allen Hamilton Inc.</b> <b>Large</b> <b>DTTS59-99-D-00468</b>	Trawick and Associates National Systems & Research (NSR) Applied Quality Communications (AQC)	Small, WO Small SDB, WO
<b>Natek Small</b>  <b>DTTS59-99-D-00459</b>	APEX Technology, Inc. Applied Research Associates, Inc. Architecture Technology Corporation Applied Techno-Management Systems, Inc. Computer System Technology, Inc. Datacom Services, Inc. DUCOM, Inc. Eastern Computers, Inc. Force 3, Inc. Integrated Information Technology Corp. PRT Group, Inc. SABRE Systems, Inc. Telecom Solutions, Inc.	SDB Small Small SDB SDB, WO SDB SDB, WO SDB SDB SDB Large SDB SDB
<b>Electronic Data Systems Corporation (EDS)</b> <b>Large</b> <b>DTTS59-99-D-00464</b>	Authorizations Systems Corporation Atlantic Science & Technology GTE Government Systems Corp. Paradigm Solutions, Inc. Strategic Resources, Inc. TVR Communications, Inc. Windwalker Corporation	Small Small Large SDB SDB Small SDB, WO
<b>L-3 Communications</b>  <b>Large, WO</b> <b>DTTS59-99-D-00461</b>	Communication Services International, Inc. (CSI) Future Technologies, Inc. (FTI) GE Capital IT Solutions (GE) MCI Telecommunications Corp. Pilot Research Associates, Inc. Productivity Point International, Inc. (PPI) Progressive Technology Federal Systems Inc Subsystem Technologies, Inc. (SUBSYSTEMs) TelData Communications, Inc. TRW	Small, WO SDB Large Large Small Large Small SDB Small Large

**ITOP II CONTRACTORS/SUBCONTRACTORS - SOM (page 2 of 3)**

<b>PRIME CONTRACTORS</b>	<b>SUBCONTRACTORS</b>	<b>TYPE</b>
<b>FC Business Systems</b>  <b>Small</b> <b>DTTS59-99-D-00460</b>	Advanced Engineering & Research Associates, Inc. (AERA) Amdahl AVANCO International, Inc. Datametrics Systems corp. Dynamic Computer Concepts (DCC) DMR Consulting Group, Inc. ECG, Inc. Hi-Tec Systems International Action, Inc. (INTACT) Info Systems Headquarters Corp (ISHQ) ManTech International Corp. NEWLINK Global Engineering Corp. Power Train, Inc. SHERIKON, Inc. Support Systems Alternatives (SSA) Training Resources Group, Inc. (TRG) UNITEC Digital Systems, Inc. Vector Research, Inc. Vision Information Systems, Inc. (VISI)	Small  Large Small Small SDB Large SDB SDB Small Small Large Small Small, WO Small SDB SDB, WO SDB Small SDB
<b>Lockheed Martin Services, Inc.</b>  <b>Large</b> <b>DTTS59-99-D-00466</b>	AmerInd bd Systems, Inc. Logistics, Engineering & Environmental Support Services, Inc. (LESCO)	SDB, WO SDB, WO SDB, WO
<b>QSS Group, Inc.</b>  <b>8(a)</b> <b>DTTS59-99-D-00457</b>	HTR JMS North America, Inc. Macfadden & Associates, Inc. SCI Consulting, Inc. Tata Consultancy Services (TCS)	Large Large SDB Large, WO Large
<b>RS Information Systems, Inc.</b>  <b>8(a)</b> <b>DTTS59-99-D-00456</b>	Advanced Resource Technologies, Inc. (ARTI) Arrowhead Space and Telecommunications Inc Camber Corporation COLSA Corporation Computer Based Systems, Inc. (CBSI) International Computer & Telecommunications, Inc. ISSI Incorporated Kajax Engineering, Inc. (KEI) KENROB and Associates, Inc. SMF Systems Corporation System Integration and Research, Inc. (SIR) Systems Resources Corporation (SRC) Supra Data Systems, Inc. Technautics, Inc. ViaNet Corporation	SDB SDB, WO SDB SDB SDB SDB SDB SDB SDB, WO SDB SDB SDB SDB SDB SDB SDB

**ITOP II CONTRACTORS/SUBCONTRACTORS - SOM (page 3 of 3)**

<b>PRIME CONTRACTORS</b>	<b>SUBCONTRACTORS</b>	<b>TYPE</b>
<b>Science Applications International Corporation (SAIC)</b>  <b>Large</b> <b>DTTS59-99-D-00462</b>	American Systems Corp. Crown Communications, Inc. Diverse Technologies Corp. Future Enterprises, Inc. Global Management Systems, Inc. Government Micro Resources, Inc. HI-TECH International, Inc. Lucent Technologies, Inc. Management Technologies, Inc. Metrica, Inc. NETCOM Solutions Pinkerton SenCom Corp. Stanford Telecomm, Inc. Universal Systems & Technology	Large SDB SDB SDB, WO SDB SDB SDB Large Small, WO SDB, WO SDB Large Small Small SDB
<b>SRA International, Inc.</b>  <b>Large</b> <b>DTTS59-99-D-00463</b>	AAC Associates, Inc. ANSTEC Bell Atlantic COMTek elf Ellsworth Associates Interactive Systems, Inc. Planning Technologies, Inc.	Small SDB Large SDB Small,WO Small,WO Small SDB
<b>Stanley Associates, Inc.</b>  <b>Large</b> <b>DTTS59-99-D-00465</b>	Analysis & Technology, Inc. Applied Management Systems Catapult Technology CIBER Corporation Digicon Corporation GRC International Harris Technical Services Corporation J. G. Van Dyke & Associates Universal Hi-Tech and Development Visitronix	Large Small Small Large Large Large Large Small SDB SDB
<b>Unisys Corporation</b>  <b>Large</b> <b>DTTS59-99-D-00467</b>	Advanced Information Network Systems Inc. AT&T Avalon Integrated Services DSD Laboratories, Inc. HTE-UCS, Inc. Management Systems Designers, Inc. Marconi/QSI (Tracor) United Information Systems, Inc. Wheat International Communications	SDB Large SDB Small Large Small Large Small Small,WO

**END OF PAGE**

ITOPH CONTRACTORS/SUBCONTRACTORS - ISS (page 1 of 2)

PRIME CONTRACTORS	SUBCONTRACTORS	TYPE
<b>Allied Technology Group, Inc.</b>  <b>8(a)</b> <b>DTTS59-99-D-00450</b>	A&T Systems, Inc. Automated Business Systems & Services Inc COMSYS Information Technology Services Computer Associates International, Inc. (CAI) Executive Security & Engineering Technology Federal Data Corporation (FDC) Hewlett-Packard Company (hp) IBM M. C. Dean, Inc. Sun Microsystems Federal, Inc. (Sun) Vistronix, Inc.	SDB SDB Large Large SDB,WO Large Large Large Large Large SDB
<b>Booz Allen Hamilton Inc.</b>  <b>Large</b> <b>DTTS59-99-D-00454</b>	Comdisco, Inc. Cygnacom Solutions, Inc. Space Applications, Inc. Trawick & Associates, Inc. WALCOFF	Large SDB Large Small, WO Small, WO
<b>Integrated Management Systems, Inc.</b>  <b>8(a), WO</b> <b>DTTS59-99-D-00449</b>	Battelle Comdisco, Inc. GRC International (GCRI) Horizon Data Corporation, Inc. (HDC)	Large Large Large SDB
<b>DigitalNet Government Solutions</b>  <b>Small</b> <b>DTTS59-99-D-00469</b>	Catapult Technology Galaxy Scientific Corporation IBM Business Recovery Services (IBM BRS) ManTech Telecommunications & Information Systems Corp. (ManTech) RICOMM Systems, Inc. Systems Research & Applications Corp. (SRA) Stanley Associates, Inc.	Small Large Large Large  SDB Large Large
<b>Northrop Grumman Information Technology/TASC Inc.</b>  <b>Large</b> <b>DTTS59-99-D-00455</b>	Advanced Management Technology, Inc. (AMTI) Comdisco, Inc. Horizons Technology, Inc. (HTI) Management Systems Applications, Inc. MSA) Litton/PRC Raytheon RS Information Systems, Inc. (RSIS) System Technology Associates, Inc. (STA) Sterling Software, Inc. Validity Corporation	SDB, WO Large Large SDB, WO Large Large SDB SDB Large Large

**ITOP II CONTRACTORS/SUBCONTRACTORS - ISS (page 2 of 2)**

<b>PRIME CONTRACTORS</b>	<b>SUBCONTRACTORS</b>	<b>TYPE</b>
<b>Lockheed Martin Services, Inc.</b>  <b>Large</b> <b>DTTS59-99-D-00453</b>	AmerInd Comdisco, Inc. SYTEX Trident Data Systems XETA International	SDB, WO Large Large Large Small, WO
<b>Northrop Grumman</b>  <b>Large</b> <b>DTTS59-99-D-00452</b>	Aries Systems International, Inc. Comdisco, Inc. Communication Technologies, Inc. (COMTek) Hadron, Inc. MindBank Consulting Group of Virginia, Inc. Trusted Computer Solutions (TCS)	Small Large SDB Small Small, WO Small
<b>TWM Associates, Inc.</b>  <b>8(a)</b> <b>DTTS59-99-D-00451</b>	IBM James Madison University, (JMU) SphereCom Enterprises, Inc. TYBRIN Corporation	Large N/A Small, WO Large

**END OF PAGE**

## **B. ITOP II CONTRACTOR RATES**

Shown at the ITOP II Website ([www.gsa.gov/itop2](http://www.gsa.gov/itop2)) are the ***FY 05 contractor burdened rates that include contract access fee (CAF) (exclusive of fee or profit).*** ***The rates are listed*** by functional area for each of the labor categories defined in the contract. These rates are contractor fully burdened hourly ceiling rates inclusive of the associated Contract Access Fee (CAF) (.75% of the fully burdened rate). They are, however, exclusive of profit and the associated CAF on the profit. When submitting a Time & Material or Firm Fixed Price task order proposal, the contractor will incorporate a profit (up to the limit proposed by the contract) and the .75% CAF on this profit in the proposed hourly rate for each skill level. The government-site and contractor-site rates are valid for task order cost estimating purposes.

The TOCO is responsible for requesting updated wage determinations from the Department of Labor.

### **Government Responsibilities**

The FY 06 through FY 11 rates are subject to negotiation between the Contractor and the TOCO. Only the ITOP II PCO may authorize permanent adjustments to the ITOP II and T & M burdened ceilings.

The Contractor proposed burdened FY 06 through FY 11 rates (excluding profit/fee) are listed for each functional area labor category. These rates shall be used by the Contractor as a guideline for proposal purposes. However, the Government anticipates that labor rates will be determined by competitive proposals.

Exceptions to the above are as follows:

- (1) Work being performed outside of the Washington D.C. area shall utilize labor rates negotiated at the TO level.

### **Terminology**

Government Site is synonymous with “off-site” and Contractor Site is synonymous with “on-site”.

**END OF PAGE**

## **C. ITOPII CONTRACT ACCESS FEE (CAF)**

A contract access fee (CAF) of .75% will be applied to all new task orders and associated modifications issued May 20, 2004 and forward. A CAF of .75% will be applied to all existing TO modifications issued May 20, 2004 and forward. The CAF is the fee to access the ITOPII contract and it covers the cost of administering the master contracts. Additionally, a Delegation of Authority will be issued TOCOs to issue task orders under the ITOPII contracts.

Periodically, the TOCO files will be made available for an ITOPII PCO contractual compliance review. The TOCO will ensure that the ITOPII contract access fee CAF of .75% is promptly remitted to the Enterprise GWAC Center in accordance with clause G.10 CONTRACTOR SALES REPORTING and CONTRACT ACCESS FEE REMITTANCE (DEC 2004) (Ref: page herein or the ITOPII Contract), and ensure that sales are properly reported in accordance with said clause. The ITOPII Contract is posted on the ITOPII website at [www.gsa.gov/itopII](http://www.gsa.gov/itopII)

### **CALCULATION OF THE CONTRACT ACCESS FEE (CAF)**

#### **UPLIFT PRICES**

This notice provides you with the calculation you will use to up-lift your prices/rates to include the Contractor Access Fee for your ITOPII Contract.

$$\begin{aligned} &= \text{RATE} / (1 - 0.0075) \\ &= \text{RATE} / .9925 \end{aligned}$$

Example:

\$129.32 is the Labor rate not including CAF

$$\begin{aligned} &= \$129.32 / (1 - 0.0075) \\ &= \$129.32 / .9925 \\ &= \$130.30 \text{ (is the rate plus CAF)} \end{aligned}$$

If your contract has, profit (P), fee (F) or award fee (AF) as a separate line item and a CAF was not applied you should use the following procedures:

Calculate the CAF as above on the profit (P), fee (F) or award fee (AF) and add this amount to the total amount reported.

$$= \text{RATE} + (P, F, AF / (1 - 0.0075))$$

Example

\$1,000.00 is the labor rate including CAF

\$100.00 is Fee with no CAF included

$$\begin{aligned} &= \$1,000.00 + (\$100.00 / (1 - 0.0075)) \\ &= \$1,000.00 + \$100.00 / .9925 \\ &= \$1,000.00 + \$100.76 \\ &= \$1,100.76 \end{aligned}$$

If your contract has ODCs use the same procedures as above.

$$=RATE+(P,F,AF,ODC,/(1-0.0075))$$

## REPORTING SALES AND REMITTING CAF

The Contractor Sales Reporting and Contract Access Fee clause states that you report your sales by task order quarterly via the Vendor Support Site, [vsc.gsa.gov](http://vsc.gsa.gov). “Sales” means the dollar amount invoiced under your task order. After reporting your sales multiply 0.0075 of the total sales reported, including the CAF and remit the CAF amount to GSA.

We recognize there may be minor differences due to the way you may have previously determined your prices/rates. Therefore, when reporting your sales and remitting the CAF, **orders placed prior to Jan 26, 2005** the following option may apply:

Report the sales amount inclusive of the CAF and remit the CAF amount of 0.0075 times the total sales reported, or

Contact the Contract Management Office, Angela Joslin at 404-331-0156, email [angela.joslin@gsa.gov](mailto:angela.joslin@gsa.gov) or Patrick Queen at 404-331-6115 email, [patrick.queen@gsa.gov](mailto:patrick.queen@gsa.gov) and show the impact of reporting and remitting 0.0075 of the total sales reported.

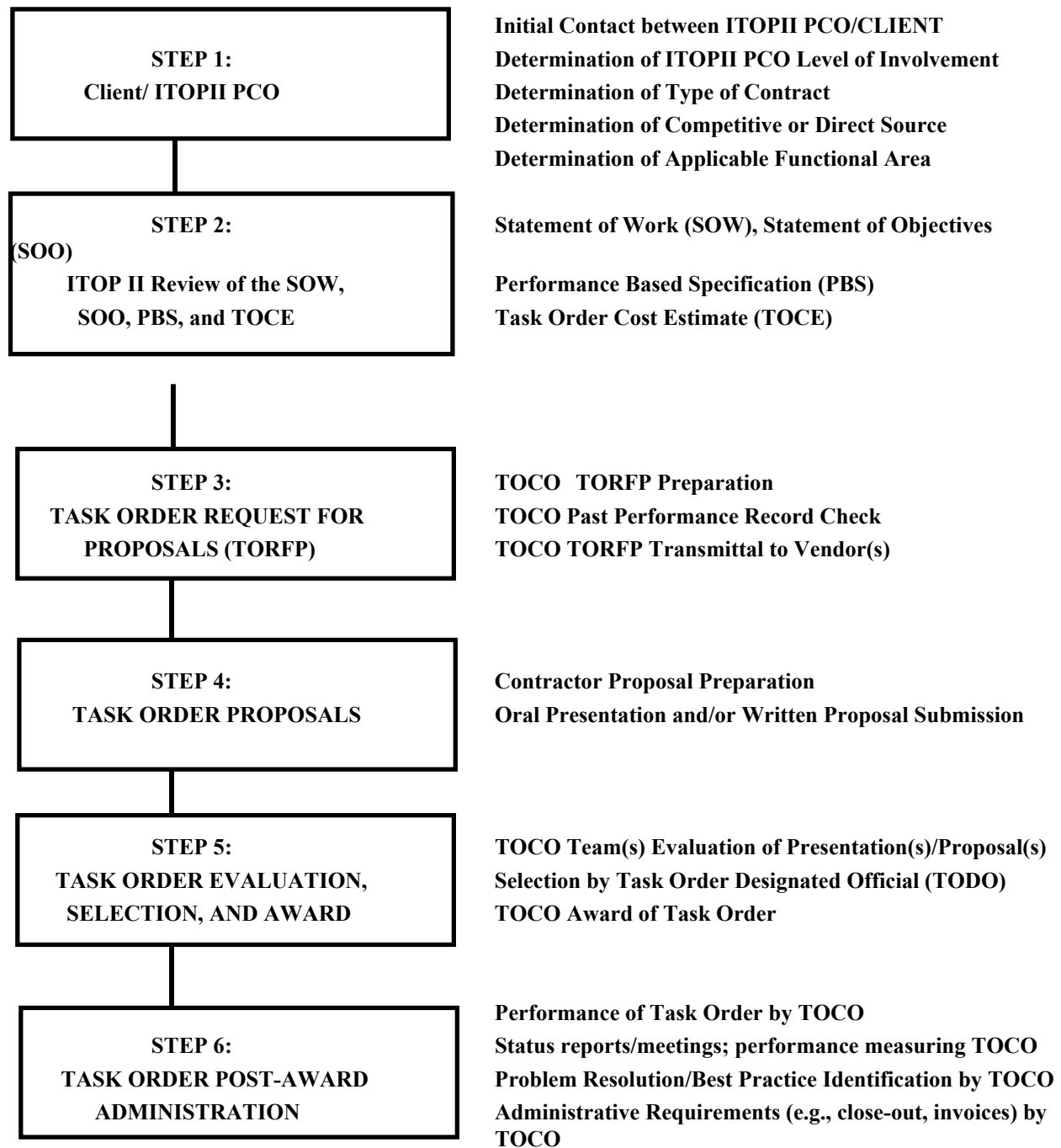
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## SECTION 5: MAKING THE ITOPII PROCESS WORK

### A. OVERVIEW OF ITOPII ACQUISITION PROCESS

ITOP II provides a streamlined approach to enable clients to receive services in an efficient and effective manner. This section of the handbook provides a step-by-step summary of the steps involved in the acquisition process followed by a more detailed explanation of each step and sub-step.

#### ITOP II TASK ORDER PROCESS



The process shown on the previous page is generally the same for all task orders. It is the responsibility of the TOCO to perform the above steps.

## **B. ACQUISITION PROCESS: STEP-BY-STEP REQUIREMENTS.**

*To keep Contractor proposal costs to a minimum, the ITOPII PCO requires format consistency in documents provided to the contractors. Therefore, the formats included in this handbook shall be used unless a specific exemption has been granted by the ITOPII PCO.*

### **STEP 1: CLIENT/ITOPPII PCO INITIATION**

The purpose of requiring an initiation consultation between the ITOPII PCO and the client is to ensure that the clients fully understand how the ITOPII works so that they can determine how to best meet their needs through ITOPII. Either a face-to-face meeting or telephonic contact may be appropriate, depending upon the client's preference. The ITOPII PCO is available to provide ITOPII briefings at the client's site. Clients should contact the ITOPII PCO for further information (see Section 3.B of this handbook).

#### **Determination of ITOPII PCO Level of Involvement**

The client, in consultation with the ITOPII PCO, shall determine the appropriate level of client/ ITOPII PCO involvement for a particular requirement or set of requirements. The level of client and/or ITOPII PCO involvement will determine if a Delegation of Authority (DOA) will be issued or whether assisted service is required. If the client determines that they desire to process the Task Order themselves under ITOPII, a DOA is required.

#### **Delegation of Contract Authority (Single DOA)**

DOAs may be requested by warranted Contracting Officers to place ITOPII Task Orders. Individual DOA requests shall not exceed \$300M. DOA amounts must include the entire value of the contemplated Task Order, including any options. A single client may request multiple DOAs.

**Competitive RFPs** – The SOW, statement of objectives (SOOs) or Performance Based Specification (PBS) prepared under ITOPII must be forwarded to the ITOPII PCO for review and approval prior to the release of the TORFP. Upon approval, the TOCO shall post all competitive DOA RFPs on IT Solutions, GSA Preferred or whatever system the TOCO uses for contractor response. DOA holders shall be responsible for answering any resulting RFC's through the the aforementioned systems. Please refer to the paragraph "Statements of Work (SOW), Statement of Objectives (SOOs) or Performance Based Specification (PBS)" under Step 2 of this Chapter for further information on SOW, SOOs or PBS requirements.

ITOPPII Contractors shall respond to only those RFPs that have been posted on the above-mentioned systems. Under certain circumstances, the DOA holder may request permission from the ITOPII PCO, prior to releasing the RFP, to make direct distribution of an RFP to ITOPII contractors. If this request is approved, the TOCO will notify ITOPII contractors in the appropriate functional area(s) via the IT Solutions, GSA Preferred, or whatever system the TOCO uses for contractor response, so that they may respond to a specific RFP that they will be receiving directly from the DOA holder.

**Directed (Sole Source) Task Orders** - DOA holders desiring to place directed task orders shall notify the ITOPII PCO via email along with a copy of the "Statements of Work (SOW), Statement of Objectives (SOOs) or Performance Based Specification (PBS)" for review.

**ITOPH Contractors shall not sign, accept, or commence performance on new directed Task Orders or on modifications increasing amounts awarded to existing directed Task Orders until first authorized to do so in writing (e-mail sufficient) by the ITOPH PCO.**

#### **ITOPH Program - Determination of Applicable Program and Functional Area**

This handbook assumes the client has already made a decision to process their requirement under the ITOPH program. Next, identify the appropriate ITOPH Functional Area. Generally, the client, in consultation with the ITOPH PCO if requested by the client, shall be responsible for determining the applicable functional area for a particular task order. This determination will be based on the predominant work to be performed under the Task Order (e.g., 70% = ISE, and 30% = ISS will be categorized as ISE). Only those firms receiving contract awards for the functional area selected may propose as prime offerors for task orders to be issued under that functional area. Where determination of predominate area is unclear or estimated to be equal in portions, the requirement may be released for bid in multiple functional areas, depending on the specific circumstances. The ITOPH PCO shall make the final determination of the appropriate functional area in such cases.

#### **Determination of Competitive or Direct Source**

If the client desires to direct a Task Order to a specific ITOPH prime contractor, and has determined that their requirement falls within one of the authorized exceptions for competition (as set forth in Appendix D of this handbook), the Government sponsor (client) shall contact the ITOPH PCO for the purpose of obtaining authorization to proceed with a directed task order. For 8(a) prime contractors, the ITOPH PCO will verify the directed order threshold has not been exceeded for the specific contractor in the applicable contract year. For situations 1-3 in Appendix D, as applicable, a directed TO sole source justification is required using your client agency's internal procedures. For task orders issued by the TOCO, the Directed TO Sole Source Justification shall be provided to the ITOPH PCO for review only after it has been approved internally by agency officials in accordance with the client agency's internal procedures. Please be advised that the SOW, SOOs or PBS must be reviewed and approved before the issuance of any directed Task Order RFP (TORFP).

#### **Determination of Appropriate Contract Type**

The client, in consultation with the ITOPH PCO if requested by the client, shall also be responsible for determining the appropriate contract type for their specific task order. When doing this, clients are encouraged to consider each logical component of their overall requirement to determine the best contract type for each of these components. Multiple contract types may be established as separate Contract Line Items (CLINs) within a single Task Order. Refer to Appendix K for a discussion of available contract types and guidelines for their appropriate use.

#### **Page 2 - Estimated Period of Performance and Dollar Amount**

The client establishes the base period of performance and option periods, if any. Due to funding restrictions, many clients establish the ending date of the base period and the dates of the follow-on options to coincide with the end of the Federal Government fiscal year. Although this is common practice, it is not required. A base period of performance for non-completion type Task Orders may be established at any date, but may not exceed one year in length if funded from an annual appropriation. Funding for any period of performance may be provided incrementally, however, when the performance period crosses fiscal year boundaries, funding for that period must be available (via appropriation) at the time of award.

#### **Contracting Officer Representation (COR)**

Client's shall indicate any cognizant CORs, including those with technical responsibilities, with address(es)/phone number(s) for the task order.

#### **FPDS Coordinator**

The requesting agency client is responsible for Federal Procurement Data System (FPDS) data entry.

### **Task Order Distribution List**

For all task orders issued to an 8(a) contractor, the distributing office must ensure that one copy is sent to the following address:

ATTN: Pamela Smith-Cressel  
Small Business Utilization Office  
300 N Los Angeles Street, Room 3108  
Los Angeles, CA 90012-3308

## **STEP 2: ITOPII ACQUISITION PACKAGE**

The ITOPII acquisition package consists of the TOCO internal documentation, **as applicable**, to support the proposal and award of the Task Order (i.e., SOW, SOOs, or PBS, TOCE, funding document, Sole Source Justification if applicable). The ITOPII Acquisition Package shall be submitted to the cognizant TOCO.

### **Statement of Work (SOW), Statement of Objectives (SOOs) or Performance Based Specification (PBS)**

As much as possible, ITOPII will adopt the Office of Federal Procurement Policy's (OFPP) guidance that emphasizes the use of performance requirements and quality standards in defining contract requirements, source selection, and quality-assurance. This approach provides the means to ensure that the appropriate quality of performance is achieved, and that payment is made only for services, which meet contract standards.

The required format for the SOW, which comprises section C of the Task Order RFP (TORFP), is presented in Appendix F.

ITOPPI PCO shall review all SOWs, SOOs and PBSs, receiving a delegation of contracting authority, for:

- Scope - the SOW, SOO or PBS must fall within the scope of the ITOPII contract.
- Completeness - the SOW, SOO, or PBS must contain sufficient detail to describe the task(s) being preformed.
- Technical environment - the SOW, SOO, or PBS must include the technical environment, including hardware/software, pertinent to the task.
- Performance based - the SOW, SOO, or PBS should include performance measures or criteria by which the government will evaluate the vendor's performance.
- Contract type - the ITOPII PCO will review the requirements of the SOW, SOO or PBS to assist in determination of the appropriate contract type if requested by the client.

### **Task Order Cost Estimate (TOCE)**

The Task Order Cost Estimate (TOCE) serves as a yardstick to aid the TOCO in determining reasonableness of a contractor's cost and technical proposals. If discussions or negotiations are necessary prior to awarding the Task Order, the TOCE assists in developing and presenting the client's position. The TOCE is to be supported by a clear delineation of how the estimate was derived. The major areas of labor (by category/rate), materials, travel, consultant, computer usage, fee/profit (generally 5 - 10% for cost type and 7 - 15% for fixed price, depending on level of contractor risk, complexity of work, etc.) shall be included with the estimate. Any previous experience the Government has had in buying the same or similar service(s)/item(s) shall also be referenced. Appendix G

provides a template for cost proposals that may be used as a guide for completion of the TOCE. This cost estimate is for internal use by Government staff only, and is not provided to the Contractor(s).

### **Directed TO Source Justification**

TOCOs must use their internal procedures and approvals for any sole source justification. For situations 1-3 in Appendix D, as applicable, a directed TO sole source justification is required. The Directed TO Sole Source Justification shall be provided to the ITOPII PCO for review after internal agency approval prior to transmittal of the SOW, SOOs or PBS to the prospective contractor. Justifications shall be clear and concise and will be reviewed and approved by the agency's internal approval authorities prior to review by the ITOPII PCO.

### **Department of Labor Wage Determination Request**

When it is anticipated that a Department of Labor wage determination is needed for the TO the TOCO shall obtain the wage determination and forward a copy to the ITOPII PCO.(e.g., place of performance will be other than Washington, DC).

## **STEP 3: TASK ORDER REQUEST FOR PROPOSALS (TORFP) PREPARATION**

### **General Information**

Any supplies and/or services to be furnished under this contract will be ordered by issuance of written Task Orders. In addition:

- Only the ITOPII PCO and/or DOA TOCO has the authority to issue a Task Order under this contract.
- All Task Orders are subject to the terms and conditions of the contract. In the event of conflict between a TO and the contract, the contract will take precedence.
- No work will be performed except as authorized by a Task Order.

The specifics of any TORFP will reflect the decisions made as to type and nature of the acquisition. The standard format to be used for TORFPs is shown in Appendix F of this handbook.

Clients are encouraged to request oral presentations as much as feasible (as considered appropriate based on dollar value, complexity, and duration of the TO) when requesting proposals to minimize procurement lead-times as well as contractor proposal expense. (See also Appendix G of this handbook, which describes Oral Presentations in more detail.)

### **Directed Task Orders**

When the TO is not competed, the following procedures are applicable:

The requiring office shall provide a copy of the SOW, SOOs or PBS for a potential Task Order to the TOCO.

The DOA TOCO, shall submit a completed Directed Source Justification, which has been approved by the client agency approving officials, to the ITOPII CO for review only.

Following receipt of written approval of the Directed Task from the ITOPII CO, the TOCO will provide a TORFP to the specified Contractor within the functional area. Each TORFP will generally include all segments of the TORFP as shown in appendix F, with the exception of the elements in Sections L and M that provide guidance relative to competitive proposals.

Contractors shall be given no less than 7 days to prepare a response, and generally varies to 30 days depending upon complexity.

### **Competed Task Orders**

Except for directed task orders (see Appendix D), all Contractors within the applicable functional area shall be notified of pending requirements so that they may be given a fair opportunity for consideration in task order awards. The specific steps to be followed when competing Task Orders are determined by the size of the requirement. For requirements greater than \$1.5M during the base period of performance and/or \$5M total, (including all options), use of the full competitive ITOPH process is required. Requirements below this threshold may use the more streamlined Capability Interest Survey approach discussed below.

### **Capability Interest Survey (CIS)**

For requirements no larger than \$1.5M during the base period of performance, and \$5M total, streamlined competitive procedures for a Capability/Interest Survey (CIS) are available at the client's option. For those requirements above these thresholds, the full ITOPH competitive process is required.

In addition, the CIS process may be used when the clients request further information on the capabilities of ITOPH contractors to perform specific tasks. For this type of requirement, the CIS will be considered as providing information only, and if successful, will be followed by a competitive procurement action. There is no dollar limit for using the CIS for informational purposes, other than the \$300M overall TO limitation.

#### **The objectives for establishing the abbreviated CIS process are to:**

- Provide better customer service for the client by providing critical information to assist ITOPH clients in their decision making process.
- Further streamline processing of Task Orders.
- Lower the cost of Bid and Proposal procedures for ITOPH contractors to stimulate competition.
- Ensure ITOPH contractors receive a fair opportunity for consideration for ITOPH requirements.
- Utilize contractor's past experience by allowing them to directly interface with the clients to answer inquiries in a structured manner.

The charts following each of the discussions will describe the various procedures in effect for the type of solicitation (either TORFP or CIS).

**END OF PAGE**

## ITOPH Competitive Process

TORFP	CIS	TORFP Preparation
X	X	The requiring office shall provide a copy of the SOW, SOOs, or PBS along with other supporting data for a potential TO (as required in Step 2 of this handbook), to the TOCO.
	X	Based on requiring office's statement of work, the requiring office and TOCO shall create a Capability/Interest Survey containing <ul style="list-style-type: none"> <li>• 1-2 page synopsis of Statement of Work</li> <li>• Request for response to specific technical areas</li> <li>• Evaluation factors to be used for this task</li> <li>• Request for either rough order of magnitude of full cost estimate</li> <li>• Instructions for delivery, including contact point (email/phone/fax)</li> </ul>
X		Each TORFP will include all segments as shown in Appendix F.
X	X	The TOCO shall provide a TORFP to all Contractors within the designated functional area (via IT Solutions, GSA Preferred or whatever systems used by the TOCO).
X	X	While all evaluation factors included in the TORFP (as described in Appendix G) must be considered in making the award selection(s), the evaluation and selection processes shall be kept as informal as possible to streamline the procurement process. Award factors should be held to a minimum.
X	X	The requiring office will generally select evaluation criteria. The evaluation factors selected (which should usually be limited to the most critically important), should be included and described in relative order of importance in the TORFP.
X		Prior to release of the TORFP, the criteria to be used for proposal evaluation shall be provided to the TOCO. The name of the Task Order Designated Selection Official shall also be provided (if other than the TOCO).
X	X	Cost is generally <u>not</u> included as a weighted evaluation criteria but must be considered to enable a best value determination.
X	X	All Contractors within the functional area, in response to the terms of the TORFP or CIS, may provide an oral presentation and/or develop a written proposal as required.
X	X	Any oral presentation provided/proposal received in response to the TORFP shall be evaluated by the Government
X	X	Generally, Contractors shall be given 7 to 30 days to prepare a response. Minimum response time will be one week.

## ITOP II Competitive Process (continued)

TORFP	CIS	TORFP Preparation
X	X	Lack of a response from a Contractor by the required due date/time shall be deemed to be an expression of non-interest
X	X	Upon receipt of proposals, all responsive offerors shall be notified of the oral presentation date/time (unless otherwise indicated in the TORFP).
X	X	The requiring office (those on the source selection team) shall be notified as soon as possible after the closing date of the TORFP by the cognizant TOCO of the offerors who submitted proposals and/or will provide an oral presentation
X	X	Prior to releasing the TORFP, the TOCO will ensure that prospective offerors have not been suspended from proposing on a Task Order in accordance with the moratorium provisions of the ITOP II contracts (see Section 5, Step 6 of this handbook). The TOCO may contact the ITOP II PCO to confirm this determination.
X	X	The Government intends to use electronic commerce methods to the maximum extent practicable for Task Orders. Competitive TORFPs shall be posted on IT Solutions, GSA Preferred, or whatever system the TOCO uses for contractor response to competitive TORFPs.

### STEP 4: TASK ORDER PROPOSALS

#### Contractor Proposal Preparation

All costs associated with preparation, presentation, and/or discussion of the Contractor's TO proposal shall be at the Contractor's expense.

Contractors are encouraged but are not required, unless otherwise directed by the ITOP II PCO, to provide offers on competitively awarded TOs within their functional area. Offerors must clearly delineate which functional area tasks will be performed by the prime contractor vs. subcontractors in all task orders, whether competed or directed.

The Contractor shall certify to the TOCO that the TO rates proposed are the same as those in the initial ITOP II proposal (or as subsequently modified/approved by the ITOP II PCO) except as specifically noted and justified in the TO cost backup detail. The form in Appendix G shall be completed by the Contractor for each TO for which an oral presentation/proposal is provided.

#### Subcontractor Arrangements

Unless otherwise precluded by the Task Order, a Contractor who is awarded a Task Order under a particular functional area may utilize other ITOP II Contractors/ Subcontractors from different functional areas as appropriate when subcontracting efforts are necessary.

Prime contractors may also propose subcontractors other than those originally proposed at time of contract award for work at the task order level. For the purposes of ITOP II, "mandatory subcontractor" is defined as any subcontractor, team member, or consultant (at any tier) designated by the prime Contractor as being necessary for technical consideration (i.e., technical evaluation) by the Government in its selection decision for each **task order**.

A subcontractor designated as “mandatory” for a TO shall not be replaced on that TO without the written approval of the cognizant TOCO. Any subcontractor not specified in a TO as being “mandatory” shall be considered “non-mandatory”. “Non-mandatory” subcontractors may be proposed on a TO and shall be considered for cost evaluation purposes but shall not be considered in the technical evaluation. “Non-mandatory” subcontractors may be proposed by the Contractor under any TO without prior ITOPH PCO approval.

The interpretation of FAR 52.219.14, Limitations on Subcontracting, is that it applies to directed and competitive set-aside Task Orders only and does not apply to competitively awarded Task Orders that are not set-aside.

**END OF PAGE**

## ITOP II Competitive Process

TORFP	CIS	Task Order Proposals
X		<p>Oral presentations are the preferred ITOP II method of contractor proposals. “Guidelines for the Use of Oral Presentations”, a pamphlet developed by the Procurement Executives Association in partnership with the Office of Federal Procurement Policy is available on the Internet at <a href="http://www.pr.doe.gov/oral.html">http://www.pr.doe.gov/oral.html</a>.</p> <p>Oral presentations may be supplemented by limited written proposals as considered necessary by the TOCO. If written information is considered necessary (e.g., supporting cost data), clients are encouraged to ask either for minimal data to supplement the oral presentation or, if written proposals are deemed appropriate, to establish page limitations. Generally, any written information requested shall be furnished at the same time or before the oral presentation, as specified in the TORFP.</p> <p>Offerors can make a presentation to the evaluation team and the Government evaluates the presentation as it happens. This approach would negate or mitigate the requirement to submit a paper technical volume; instead, copies of the oral presentation materials could be provided, along with any requisite supporting cost data, or, alternatively, the oral presentation could be videotaped by the Government to be used as the applicable record.</p> <p>When oral presentations are authorized by the TOCO in the TORFP, the following procedures are applicable:</p> <ol style="list-style-type: none"> <li>1. The time scheduled for the oral proposal shall normally be from 30 minutes to 1 hour unless otherwise specified by the TOCO. The Government will not interrupt the presentation for questions, etc., so that the contractor can properly plan, prepare, and perform the presentation within the specified time limitation.</li> <li>2. After completion of oral presentations, the Government evaluators will ask any necessary questions for the purpose of arriving at an evaluation position. The Contractor may submit change pages to their proposal (technical and/or cost/price) as a result of post-presentation questions for the Government’s consideration. Each contractor shall be given the same timeframe (generally two (2) working days from completion of the oral presentations) to submit change pages if they so choose.</li> </ol>

## ITOPH Competitive Process

TORFP	CIS	Task Order Proposals (continued)
	X	<p>The Contractor prepares their response, containing:</p> <ul style="list-style-type: none"> <li>• Limited (typically 3 page) technical response</li> <li>• Response to specific requests for information</li> <li>• Discussion of capabilities relative to evaluation factors</li> <li>• Rough order of magnitude or full cost estimate as required</li> <li>• Other items as requested by the CIS</li> </ul>
	X	<p>Contractors responses are given to source selection team, who:</p> <ul style="list-style-type: none"> <li>• Evaluates each response according to all evaluation factors</li> <li>• Determines whether response is adequate to compete requirement under ITOPH (unfunded CIS')</li> </ul>

The standard format for ITOPH TO proposals is shown in Appendix G of this handbook.

### STEP 5: TASK ORDER EVALUATION, SELECTION, AND AWARD

#### Directed Task Orders.

If a technical proposal is requested, the Government will evaluate the technical proposal and make a determination whether the Contractor can successfully perform the required effort.

If a technical proposal is not requested, or after the completion of step 1, the Government and the Contractor will negotiate a fair and reasonable cost/price for the requested services based on the cost/price proposal; and

The TOCO shall provide a copy of the executed task order to ITOPH PCO within five (5) calendar days.

**When requested to accept a directed (sole source) task order, 8(a) ITOPH prime contractors shall ensure that acceptance of that Task Order will not cause them to exceed the \$3M limitation on directed task orders as set forth in section 2, paragraph E of this handbook. Under no circumstances shall an 8(a) contractor accept any directed (sole source) Task Order that causes them to exceed their annual limit, unless they are previously authorized in writing to do so by the ITOPH PCO.**

**Contractor violations of this stipulation will automatically cause immediate restrictions to be placed on the contractor's ability to accept directed Task Orders under the ITOPH program. Repeat violations will cause the contractor to be subject to terms of ITOPH's Task Order Moratorium procedures as explained in the following section.**

## ITOPII Competitive Process

TORFP	CIS	Evaluation, Selection and Award
X	X	Formal source selection procedures shall <u>NOT</u> be held for TOs unless authorized in writing by the ITOPII PCO.
X	X	The Government reserves the right to make award based on initial offers.
X		The requiring office and TOCO shall determine the appropriate team membership for task order evaluation. Evaluations shall be consistent with the evaluation factors specified in the TORFP.
X	X	Contractors are cautioned that in conducting the TO evaluation, the Government may use data provided by the offeror in its proposal as well as data obtained from other sources (e.g., Dun and Bradstreet reports, DCAA audits, available industry market rates for labor and overhead, past performance data from previously awarded ITOPII TOs, etc.). While the Government may elect to consider data obtained from other sources, the burden of providing thorough and complete information rests with the offeror.
X		The Government shall evaluate the Contractor's oral presentation/proposal using the procedures described below and determine whether or not to award a TO. Evaluation of the Technical/Management portion of the TO presentation/proposal will normally be done separately from the evaluation of the cost/price portion.
X		After evaluation of the oral presentations/written proposal and any change pages submitted by the offeror after its oral presentation (see Step 4 above), the requiring office shall confer with the TOCO to determine whether or not there are any remaining clarifications, weaknesses, and/or deficiencies which need to be resolved prior to selection.
X		Should the situation be present in the preceding paragraph, the Contractors shall be afforded an opportunity to submit a revised proposal.
X		Upon receipt of the revised proposal, the proposal will be evaluated and a TO will be awarded if considered to be in the Government's best interests
	X	<p>Upon receipt of the CIS information, the source selection team shall:</p> <ul style="list-style-type: none"> <li>• Evaluate responses according to evaluation factors</li> <li>• Determine which contractor(s) are most responsive</li> <li>• Document preliminary contractor evaluation</li> <li>• Discuss requirements with contractor(s) selected above (if desired)</li> <li>• Finalize statement of work</li> <li>• Determine successful offeror</li> <li>• Complete contractor evaluation</li> </ul> <p>Inform TOCO of results and forward documentation</p>

<b>TORFP</b>	<b>CIS</b>	<b>Evaluation, Selection and Award</b>
X	X	It is important that the source selection team address their evaluation of each contractor against each evaluation criteria to document their selection.
	X	<p>The TOCO (DOA CO):</p> <ul style="list-style-type: none"> <li>• Reviews selection documentation to ensure fair opportunity for consideration</li> <li>• Resolves any questions with requiring office</li> <li>• Forwards TORFP to contractor</li> <li>• Requests cost proposal</li> <li>• Completes cost negotiations</li> <li>• Awards Task Order</li> </ul>
X	X	Task Orders will be awarded to the offeror whose proposal is determined to best meet the needs of the Government after consideration of all factors -- i.e., provides the “Best value”. “Best value”, for the purpose of ITOPIL, is defined as the procurement process that results in the most advantageous acquisition decision for the Government and is performed through an integrated assessment and trade-off analysis between technical (e.g., past performance and business management approach) and cost/price factors.
X	X	The Task Order Designated Selection Official’s selection decision on each Task Order request shall be final and shall not be subject to the protest or disputes provisions of the contract, except for a protest that the Task Order increases the scope, period, or maximum value of the contract. The contractor may appeal to the GSA Task Order Ombudsman for an independent review of the task order award evaluation process and selection decision only if the problem cannot be resolved at the TO level.
X	X	The cognizant TOCO shall make task order awards and notify the winning offeror. Unsuccessful offerors shall be notified (preferably electronically, though in writing is allowable) within one working day of TO award by the cognizant TOCO. The notification shall include a brief, supporting evaluation rationale explaining the basis for ranking each evaluation criteria. Provision of this information shall serve as the contractor debriefing, though it may be supplemented by a more formalized debriefing upon specific written or electronic request of the contractor within 5 working days after transmittal of the debriefing material. The TOCO shall provide a copy of the executed task order to ITOPIL PCO within five (5) calendar days.

## **STEP 6: TASK ORDER POST-AWARD ADMINISTRATION**

### **Performance of Task Order**

The Contractor is not allowed to accept or perform under Task Orders issued by other than the TOCO that has been issued a DOA. The Contractor must provide a copy of each Task Order resulting from such a delegation to the ITOPII PCO within five 5-calendar days of acceptance of the Task Order.

All costs incurred by the Contractor under this contract shall be segregated by each Task Order. The Contractor shall establish separate "Job Order Accounts and Numbers" for each Task Order issued. There shall be no commingling of costs between Task Orders.

Individual Task Orders may include further cost breakdown reporting as specified in the TO. Should Task Order labor category billing rates exceed the proposed Task Order labor category rates by 5% or more, the Contractor shall provide the rationale to the TOCO within 30 days of the occurrence (with a copy to the ITOPII PCO).

### **Contract Modifications**

For purposes of ITOPII Contract Administration, a contract modification shall be designated as either non-complex or complex. The TOCO shall determine whether an action is non-complex or complex. Outlined below are the definitions and procedures for executing both.

Non-complex Modifications generally involve changes to a Task Order that can be unilaterally executed by a TOCO. Examples of non-complex modifications are:

- Modifications not affecting Task Order funding .
- Exercising an option (without changes - as initially awarded).
- Incrementally funding Cost Reimbursable Task Orders.
- Correcting clerical errors.
- Changing a COTR, correcting an accounting code, changing the paying office, etc.

### **Procedure for Non-Complex Modifications**

- Request submitted to a TOCO with a Delegation of Contract Authority shall be in accordance with their Agency procedures and/or TOCO specific instructions.

Complex Modifications generally involve changes to a Task Order that require bilateral execution by a TOCO and the Contractor. Usually there are funds added to the Task Order, except, when both parties agree to a no-cost modification. Examples of complex modifications include:

- Adding additional tasks.
- Increasing Level of Effort.
- Changing the delivery schedule, etc.

### **Procedures for Complex Modifications**

Requiring Office Responsibilities

- Involve the TOCO early as possible to assist with defining requirements and preparation of modification request documentation.

- Request submitted to a TOCO with a Delegation of Contract Authority shall include documentation in accordance with their Agency procedures and/or TOCO specific instructions to support the request for modification.
- If applicable, you will be requested to provide an evaluation of the Cost and/or Technical proposal. The TOCO will receive the proposal from the contractor, and will provide the COTR with a letter similar to the example in Appendix M to request the evaluation.

### **Contractor Responsibilities**

- Technical proposal as requested. Provide a Cost proposal in accordance with H.4(d)(3) of the basic contract and/or specific instructions of the TOCO. The request for proposal maybe in writing, verbal, and or electronic (e.g., fax, e-mail).
- Facilitate execution of the modification by communicating as necessary with the ITOPII requiring office to fully understand the requirements.
- Provide requested documentation to support the cost and/or Technical Proposal.

## **Status Reports/ Performance Measuring**

### **Contractor Reporting Requirements**

The Contractor shall provide monthly ITOPII progress reports. The progress reports shall be provided to the ITOPII PCO (email address: [chon.son@gsa.gov](mailto:chon.son@gsa.gov)) not later than the 15th each month. The reports shall be submitted electronically in the format shown in Appendix H unless otherwise specified by the ITOPII PCO. The monthly progress reports shall address all activity under the ITOPII contract through the last day of the previous month. A separate monthly progress report is required for each functional area.

The data required in the monthly reports, along with the information required by Clauses G.8 and G.9, of the ITOPII contract, shall be subject to inclusion in a past performance database developed and maintained by the Government at the TO level.

ITOPPII status meetings shall be held periodically as requested by the ITOPII PCO.

### **Performance Feedback**

The requiring office and TOCO shall be responsible for monitoring task order performance measures to assess progress unless other arrangements have been made with the ITOPII PCO. The TOCO and the ITOPII PCO shall be notified when it appears that Contractor performance will not successfully meet the established measures.

The ITOPII contracts require that a performance evaluation be completed on each task order. A database of information will be created by the ITOPII PCO for utilization by the requiring office or TOCO in competition for subsequent task orders, to evaluate a contractor's success in satisfying the requirements, or to impose a moratorium on task order proposing.

Performance evaluations shall be done for each completed TO, within 30 days of completion, by the Contracting Officer's Representative (COR) or their designated representative. Performance evaluations shall also be completed at least annually for Task Orders that have a performance period in excess of one year or which contain option years. Performance evaluations may also be done as otherwise considered necessary the COTR or the requiring office throughout the duration of the task order (but generally no more than quarterly). Upon completion of a task order, or at least on an annual basis, a contractor performance evaluation must be completed. Once completed, the evaluation is submitted to the ITOPII PCO.

The performance evaluation form shown in Appendix I, Evaluation of Contractor's Performance, shall be used for evaluations performed at the TO level. Performance evaluations done at the ITOPII Contract level will utilize a different form in accordance with internal procedures. Performance evaluations shall be submitted to TOCO, with a copy to the Contractor's ITOPII Project Manager and the ITOPII PCO.

The TOCO shall submit the completed evaluation to the Contractor for comment. The Contractor shall have 30 days in which to respond. The TOCO and COR will consider any comments provided by the Contractor. The performance evaluation will have a copy of the Contractor's comments attached.

### **Task Order Moratorium General Information**

The ITOPII program has a procedure by which the ITOPII PCO can impose a task order moratorium on a contractor due to unsatisfactory performance. The moratorium can result from one or more instances of unsatisfactory performance ratings. During the moratorium, the Contractor shall be precluded from proposing on or being issued task orders under ITOPII.

### **Task Order Moratorium Procedure**

The ITOPII PCO shall review any unsatisfactory ratings appearing on the completed task order performance evaluation from the TOCO or COTR. The ITOPII PCO has the unilateral right to establish the length of the moratorium depending on the severity of the issues.

Should the decision be made to impose a moratorium, the ITOPII PCO shall notify the Contractor in writing. This notification shall specify the length of the moratorium and performance measures that need to be met to resolve unsatisfactory performance issues and be eligible to compete for subsequent task orders.

The ITOPII PCO shall notify all DOA holders of the decision to impose a moratorium within two working days.

### **Problem Resolution/Best Practice Identification**

Any problems in performing the task order shall be brought to the prompt attention of the TOCO by the contractor. The cognizant TOCO and/or the contractor shall notify the ITOPII PCO of continued difficulties.

During the course of ITOPII, it is anticipated that much will be learned by the requiring offices, TOCOs and contractors. The ITOPII PCO shall be kept apprised of the knowledge attained under ITOPII to be able to identify best practices/lessons learned for utilization on subsequently issued TOs.

### **Task Order Distribution**

Task orders shall be distributed in accordance with the instructions provided by the TOCO (see Step 2, Task Order Distribution List, of this handbook). Additionally, the TOCO shall provide a copy of the executed task order to ITOPII PCO within five (5) calendar days.

### **Close-outs**

The TOCO is responsible for closing out task orders as promptly as possible upon completion of the TO. Please refer to Appendix K for general information on matters pertinent to the closeout of cost type task orders. Please also refer to Appendix L for special instructions/procedures pertaining to the handling of reimbursable task orders.

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## **APPENDIX A**

### **ITOP II STATEMENT OF WORK**

#### **1.0 GENERAL**

**1.1** ITOP II provides Information Technology (IT) efforts for Federal Government Agencies. Work may be performed at headquarters and/or field offices located both throughout the United States and abroad, as specified in each task order, to obtain the gamut of support resources related to Information Resource Management (IRM), from studies and plans to software development to database administration to mainframe and telecommunications support (including remote access hardware/software) to electronic libraries. Inherent in providing these goods and services, the Contractor shall provide the supervision and management effort necessary for efficient and effective administration and control of work performed under ITOP II. The Contractor shall ensure adequate resources are dedicated to satisfy the requirements of work assignments.

#### **1.2 Reserved**

**1.3** The SOW contained herein is intended to outline the general requirements required of vendors under ITOP II. Specific details of work assignments, deliverables, documentation, training, applicable government/departmental/industry standards, etc., will be provided in individual task orders.

**1.4** This contract is intended to cover the gamut of IT efforts. The following primary functional areas and examples of the types of tasks included under each are listed below. Other IT efforts, as required, can be obtained under this SOW.

- ***Information Systems Engineering (ISE) Support Services***
- Information Technology (IT) Strategic Planning, Program Assessment, and Studies
- Business Process Reengineering (BPR)
- Software Life Cycle Management (SLCM)
- Software Engineering
- Software Maintenance and Licensing
- Electronic Commerce (EC) Support
- Independent Verification and Validation
- IT Research and Development
- Other ISE Tasks
  
- ***Systems Operations & Management (SOM) Support Services***
- Office Automation Support/Help Desk
- Network Support (including Interdepartmental Data Network (IDN), Local Area Networks (LAN), Wide Area Networks (WAN), Internet access, etc.)
- Computer Center Technical Support
- Media/Training Center Support
- Telecommunications Support
- Seat Management
- Independent Verification and Validation
- Software Maintenance and /or Licensing
- Other SOM Tasks
- ***Information System Security (ISS) Support Services***

- Mainframe Automated Information Security Support
- Disaster Recovery, Continuity of Operations, and Contingency Planning
- Computer Security Awareness and Training
- Computer Security Incident Response
- Virus Detection, Elimination, and Prevention
- Computer Security Plan Preparation
- Certification of Sensitive Systems
- Quantitative Risk Analysis of Large Sensitive Systems
- Security for Small Systems, Telecommunications, and Client Service
- Hot-site and Cold-site Support Services including Hardware and Software
- Independent Verification and Validation
- Software/Hardware Maintenance and /or Licensing
- Other ISS Tasks

**1.5** Integral to the services necessary in performing tasks in the preceding functional areas, acquisition of hardware/software and/or licensing of software from 3<sup>rd</sup> party sources may also be required of the Contractor. Under any of the three functional areas, a task order may be used to acquire hardware/software that is integral to the services being provided. Purchase of hardware/software or licenses of software from 3rd party sources in support of task orders in any functional area shall not impact the determination of the appropriate functional area classification of the task order. Functional area classification shall be determined solely upon the preponderance of services provided. The types of hardware/software envisioned would include, but are not limited to, such items as: network devices, switches, routers, bridges, hubs, protocol translators, modems, cabling, wiring closet hardware, wireless access devices, voice and data integration products, Defense Message System (DMS) peripherals, Internet and electronic commerce access gateways, IT infrastructure hardware/software utilities, CASE tools (e.g., Oracle Case, ER-WIN, Predict, System Architect, Knowledgeware, Frontier Super TCP, Netscape, Web Browser), models, database management systems, personal computers, workstations, servers, printers, application software products, compact disk/read only memory (CD-ROM), digital libraries, imaging and optical character recognition equipment, commercial off-the-shelf (COTS) items, general supplies, etc. Technological refreshment/enhancements of hardware/software as well as special access considerations for IT resources may be required by individual task orders. (Reference H.29)

**1.6** Each agency/organizational component will specify the standards, which the Contractor shall follow in performance of a prospective task order. The Contractor shall be required to work according to the architectures, standards, guidelines, and procedures as stated in individual task orders, including, but not limited to, various standards as set forth in agency guidance. Additionally, the Contractor shall assist the Government as necessary in performing fee-for-service operations (e.g., provide data for billing purposes, keep track of costs expended/revenues obtained, formulate cost-recovery and budget projections, etc.).

**1.7** It may be necessary on certain task orders to perform software capability evaluations (SCE). The Government may use the SCE developed by the Software Engineering Institute (SEI) Carnegie Mellon University (CMU), Pittsburgh, PA, 15213, in evaluating the contractor's/subcontractor's task order proposal. The SCE level required will be specified in individual task orders.

**1.8** In performing the preceding functional areas, the Contractor must have personnel resources available with varying levels of experience in job categories such as Project Managers, Senior Technical Computer Specialists, Facility Administrators, Programmers, Technical Writers, Application Program Managers, Equipment Analysts, Systems Programmers, Computer Analysts, Senior Computer Analysts, Data Base Analysts/ Administrators/Programmers, CASE Specialists, Audiovisual Specialists, Communications Engineers/Specialists, etc.

## **2.0 Information Systems Engineering (ISE) Support Services**

The Department requires assistance with ISE products and services. ISE addresses the system life cycle needs for information and computing resources at all organizational levels. This section describes the ISE functional requirements and provides information that the Contractor may need to know in order to perform ISE tasks.

Examples of the types of tasks included under the ISE functional area are: (1) IT Strategic Planning, Program Assessment, and Studies; (2) Business Process Reengineering (BPR); (3) Software Life Cycle Management (SLCM); (4) Software Engineering; and (5) Software Maintenance and Licensing; (6) (EDI) Support Electronic Commerce (EC)/Electronic Data Interchange; (7) Independent Verification and Validation; (8) IT Research and Development and (9) Other ISE Tasks.

### **2.1 IT Strategic Planning, Program Assessment, and Studies**

**2.1.1** The Contractor shall provide resources to support in the development, analysis, and implementation of IT strategies, architectures, program planning and assessment, and risk, trade-off, requirements, alternatives, and feasibility studies that advance the goals and objectives of the Government.

**2.1.2** IT Strategic Planning, Program Assessment, and Studies functions include, but are not limited to, the capability to:

- a. Analyze the Government's external environment (e.g., political climate, economic and social trends, legislation, customer demand/expectation, changes and advancements in technology, emerging technology trends, and competitive conditions) to determine its effect and relationship on advancing the goals and direction of Governmental business;
- b. Identify Governmental strengths and weaknesses to determine the effect on and relationship of corporate culture (e.g., organizational structure, past performance, present activity, resource allocation, perceived versus actual priorities) on advancing the goals and direction of Governmental business;
- c. Identify and quantify likelihood and risks inherent in meeting specified needs as identified in the development of strategic goals and objectives, including assessing such factors as skill level of human resources, access to state-of-the-art technology, etc.);
- d. Determine the effect and relationship of special interest groups and trade associations on advancing the goals and direction of Governmental business in terms of organizational structure, risk tolerance, resource allocation, perceived versus actual priorities, etc.;
- e. Provide/recommend short term, intermediate, and long term IT strategic goals, their alternatives, trade-offs, and constraints in meeting stated goals;
- f. Develop architectures, data management strategies, statements of work, requirements analyses, alternatives analyses, feasibility studies, cost/benefit analyses, operational plans, et al, which incorporate agency/program office requirements, objectives and standards of performance related to costs for direct labor/overhead/administration, etc.;
- g. Identify business processes that impede the accomplishment of goals and objectives as stated in IT strategic planning/program documents;
- h. Develop approaches (including phase costs, schedules, etc.) for desired or approved IT posture or configuration for future specified use;

- i. Establish quantifiable measurements for overall performance for meeting IT goals and objectives, including such parameters as budget, efficient and effective resource allocation, operating cost reductions, return on capital investment, resultant standing in the industry, etc.;
- j. Provide assistance to Government during operational capability demonstrations, proposal evaluations, programmatic/contractual problem identification and resolution, etc.;
- k. Provide recommendations to management regarding programs that will advance transportation and technology goals and objectives (e.g., through access to experts and academia who can provide both broad insight and in-depth analyses regarding the future and direction of the industry/discipline and how technology impacts that future/direction or how the direction of industry forces changes in technology);
- l. Perform in-depth analyses or apply expert analyses to worldwide transportation technology trends and markets to determine and anticipate customer transportation needs and expectations;
- m. Model findings using Integrated Definition Methods (IDEF) compliant tools and produce what-if scenarios ( IDEF methods are a graphical means of providing an understanding of business operations and for communicating the design of business improvements);
- n. Incorporate findings to develop, update, or revise strategic goals and objectives for the agency and transportation customers;
- o. Identify and examine current Governmental programs that exist in the support of corporate goals and objectives; and
- p. Provide findings from studies, assessments of existing programs and strategic goals and objectives for use in developing, updating, or revising transportation related programs to meet the needs and expectation of agency customers.

## **2.2 Business Process Reengineering (BPR)**

**2.2.1** The Contractor shall provide resources to support in the development, analysis, and implementation of improvements in the flow of business, work, and program processes and tool utilization.

**2.2.2** BPR functions include, but are not limited to, the capability to:

- a. Identify the scope, performance measures, opportunities, and constraints for performing business process improvement efforts;
- b. Identify, describe, and validate business processes in the current environment using IDEF compliant tools to develop As-Is activity and data models;
- c. Perform activity based costing and simulation of current and redesigned business processes;
- d. Identify organizational, management, work flow, information flow, personnel, information technology, and decision support problems that exist in current business processes or practices which impede the accomplishment of agency missions, goals, and objectives;
- e. Analyze and define business process improvements;
- f. Benchmark best business practices;
- g. Identify, describe, and validate redesigned business processes for the target environment using IDEF compliant tools to develop To-Be activity and data models;

- h. Identify and develop cost effective alternatives for improving business processes and applicable implementation plans;
- i. Effectively integrate workforce and information technology, including cultural change management;
- j. Build business or program performance criteria (e.g., recommendations regarding the need to re-engineer program, process, and business relationships; improvements in efficiency which translate into reductions in transaction processing time and costs; improvements in customer responsiveness and strategic advantage; access to new technology or technology implementation; use of CASE and Rapid Application Development tools and techniques; and re-evaluate and revise marketplace rules and regulatory policy); and
- k. Define organizational strategy related to such things as functional integration; interorganizational partnering; outsourcing; team-based quality management; effective links with the best suppliers for requirements; effective and reliable links with customers and users of transportation systems; and supportive and adaptive organizational structures.

## **2.3 Software Life Cycle Management (SLCM)**

**2.3.1** The Contractor shall provide resources to support any or all phases and stages of SLCM, including planning, analysis, troubleshooting, integration, acquisition, installation, operation, maintenance, training, documentation, and administration. The Contractor may be responsible for obtaining and/or supporting the necessary software, hardware, firmware, resources, etc. required for a system project.

**2.3.2** SLCM functions include, but are not limited to, the capability to:

- a. Develop applications in accordance with applicable Federal Information Processing Standards (FIPS), OMB Circulars A-123, A-127, and A-130, Privacy Act, security regulations and agency specific policies and procedures (e.g., the Department Information Resource Management Manual (DIRMM)), industry and government *de facto* standards, etc.;
- b. Develop the objectives and general definition of the requirements for a proposed system (project initiation phase). The system(s) could be in-house development, reengineering an existing system(s), installing and implementing Other Government Agency System(s) (OGAS), and Commercial Off The Shelf (COTS) software;
- c. Develop a needs statement, conducting a feasibility study, risk analysis, cost benefit analysis, and decision paper to justify the need for procuring COTS, developing a new application, redesigning existing applications, or installing a system from another government agency. The study, analysis, and decision paper shall include information on the criticality/sensitivity of data, an executive summary, and detail documentation to support the decision for a future system;
- d. Develop the requirements (development phase) for a system. This includes the definition, design, security requirements, programming, and testing stages of development. The Contractor may be required to develop a project plan with milestones, define a conceptual and physical system design and system requirements to include database design, process flows, forms, inputs, outputs, and inquiries;
- e. Apply proven and new system development methodologies and tools, and defining hardware, software, and firmware requirements. The Contractor may be required to define the system environment, security vulnerability, stability, size, scale, complexity, reliability, integrity, communications, and storage requirements;
- f. Develop a test plan, writing and testing programs, and preparing a test analysis report. Testing may include functional and technical, unit, system, interface and integration testing. The Contractor shall be required to correct all discrepancies found during the testing period prior to system acceptance/accreditation or as agreed upon

by the Government. The Contractor may be required to develop training materials, a training plan, and conduct training on or off site;

g. Develop system documentation that will capture functional, interface, integration, data, security, and internal control requirements, a data sensitivity and criticality description, system/subsystem or modules, program, database design, security and internal control specifications. The Contractor may be required to develop user, computer operations and program maintenance manuals, and plans for training, testing, quality assurance, contingency operations, backup, recovery, and restart procedures;

h. Support COTS and OGAS applications as required, such as functional and technical test and evaluation of the software including database design, network performance, etc. The Contractor may be required to develop an interface(s) with the application and install the software and any updates and upgrades;

i. Support data conversion, implementation, user and maintenance of the system. The Contractor may be required to develop and/or execute a conversion and implementation plan and strategies, develop standard operating procedures, and conduct and/or participate in post implementation reviews;

j. Maintain the day to day system operating environment, developing disaster recovery, risk assessment and configuration management plans. This could include control of software releases, program changes, investigating program problems, reviewing and evaluating system change requests for complexity and size, preparing hour and cost estimates for change requests, and operating a help desk; and

k. Conduct periodic performance measurement and evaluation activities that may lead to reengineering existing applications to improve productivity, changing functional and technical requirements, etc. The Contractor may be required to document requirements of existing systems that were not previously documented or need updating.

## **2.4 Software Engineering**

**2.4.1** The Contractor shall provide software engineering support (including planning, analysis, design, evaluation, testing, quality assurance, and project management) in the application of computer equipment through computer programs, procedures, tools, and associated documentation.

**2.4.2** Software engineering functions include, but are not limited to, the capability to:

- a. Analyze and study complex system requirements;
- b. Design software tools and subsystems to support software reuse and domain analyses and manage their implementation;
- c. Manage software development and support using formal specifications, data flow diagrams, and other accepted design techniques and tools;
- d. Interpret software requirements and design specifications to code, and integrate and test software components;
- e. Estimate software development costs and schedules;
- f. Review existing programs and assist in making refinements, reducing operating time, and improving current techniques;
- g. Estimate and track software quality attributes; and

h. Perform specific software engineering tasks in such areas as: process definition; requirements management (project planning, quality assurance, project tracking and oversight, organizational process focus); software metrics; capability maturity models; software process assessments; software capability evaluations; software project management; software certification; software validation and verification; open systems; software architecture; software reengineering; software reuse; component based software; software security; supervising software configuration management; and Computer Aided Software Engineering (CASE) tools.

## **2.5 Software Maintenance and Licensing**

**2.5.1** The Contractor shall provide resources to support analysis, development, evaluation, and management of a software licensing program that will consider agency technology requirements and provide maximum benefit of low prices and ease of management for the organization. The system should monitor, report on and maintain all licenses for software used within the department.

**2.5.2** Software maintenance and licensing functions include, but are not limited to, the capability to:

- a. Participate on or access software licensing forums;
- b. Evaluate the feasibility of various licensing structures designed for enterprise-wide client/server installations, i.e., user-based, usage based, concurrent user option vs. a per client usage option, value-based, suite or bundled pricing, separate server or client pricing, etc.;
- c. Examine the feasibility of applying usage-based metering services;
- d. Determine and develop price models that document the range of possible combinations to value and price software services used in the agency environment;
- e. Develop methodologies for obtaining concurrence on proposed agreements between user and vendor communities;
- f. Develop an inventory of resident hardware and software assets;
- g. Provide recommendations for a licensing management system with alternatives and trade-offs;
- h. Develop software tools that automate reporting of changes in configurations; and
- i. Develop automated support for software distribution and license management functions.
- j. Acquire and manage software maintenance and/or software licenses from 3<sup>rd</sup> party sources.

## **2.6 EC/EDI Support**

**2.6.1** The Contractor shall provide resources to support, define, develop, and maintain electronic inter-organizational business networks.

**2.6.2** The Contractor's are encouraged to use EC throughout the procurement life-cycle as appropriate. EC functions include, but are not limited to electronic exchange of requests for quotations, quotes, purchase orders, notices of award, electronic payments, document interchange, supporting databases, and other activities associated with the procurement and payment process. Guidance on the use of EC in the procurement process can be found in the federal Acquisition Regulation (48 CFR).

## **2.7 Independent Validation and Verification Support**

**2.7.1** The Contractor shall provide technical resources to define, develop, and conduct Independent Validation and Verification (IV&V) Tests to assess: 1) the capacity of BPR to improve system services and capabilities; 2) Software Life Cycle Management (SLCM) functions; and 3) the support provided for electronic commerce. Validation tests shall be designed to ensure that the software developed fully addresses the requirements established to provide specific system operation functions and capabilities. Verification testing shall be designed to determine whether the software code is logically correct for the operation functions for which it was designed. It is expected that the operational areas listed above will be contracted as separate IV&V tasks.

**2.7.2** IV&V testing support functions include, but are not limited to, the capability to:

- a. Organize a test team to ensure that software requirements are tested to the satisfaction of the Government organization;
- b. Create a Master Test Plan that includes the various types of testing that should be conducted;
- c. Identify the requirements, objectives, and anticipated results to test the software at all appropriate levels;
- d. Ensure that the test case scenarios vary in complexity and detail, and that they evolve to include more and more realistic situations;
- e. Ensure that advanced, complex IV&V testing includes reliable test examples for all operational scenarios modeled; and
- f. Provide thorough and objective test reports to management, both verbal presentations and written documentation as required.

## **2.8 IT Research and Development**

**2.8.1** The Contractor shall provide the resources to identify and research emerging technologies in the IT area. Based on this research, the Contractor shall develop and evaluate prototype solutions and present findings and recommendations to the Government for their consideration.

## **2.9 Other ISE Tasks**

**2.9.1** The Contractor shall provide resources to support other IT-related tasks that may not have been specifically mentioned in the above paragraphs. The contract is intended to cover all types of IT services. It would be impossible to identify all requirements and/or anticipate how technology will evolve over the life of the contract. Therefore, the contractor shall be capable of providing the broad range of IT services and keep current with emerging technologies.

## **3.0 Systems Operations & Management (SOM) Support Services**

The Department requires assistance with SOM products and services. SOM addresses the overall system operations and management needs for information and computing resources at all organizational levels. This section describes the SOM functional requirements and provides information that the Contractor may need to know in order to perform some tasks. The Contractor shall provide a full range of support services to the Government in either a Government-Owned, Contractor Operated or Contractor-Owned, Contractor Operated (i.e., outsourcing) environment

Examples of the types of tasks included under the SOM functional area are: (1) Office Automation/Help Desk; (2) Network Support; (3) Computer Center Technical Support Services; (4) Media/Learning Center Support; (5)

Telecommunications Support; (6) Seat Management; (7) Independent Verification and Validation; (8) Acquire and manage software maintenance and/or software licenses from 3<sup>rd</sup> party sources and (9) Other SOM Tasks.

### **3.1 Office Automation Support/Help Desk**

**3.1.1** The Contractor shall provide planning, analysis, troubleshooting, integration, acquisition, installation, operations, maintenance, training, documentation, and administration services for office automation systems. The Contractor shall also maintain a centralized technical assistance service that supports problem resolution and distributes general information concerning office automation.

**3.1.2** Office Automation/Help Desk support functions include, but are not limited to, the capability to:

- a. Evaluate hardware, firmware, peripherals, software packages, etc. for use by staff and provide recommendations for accomplishing the desired objectives;
- b. Troubleshoot problems encountered using microcomputer software;
- c. Develop/provide user manuals, programmer maintenance manuals, system design documentation, etc.;
- d. Provide user training in a variety of areas (e.g., desktop publishing, end-user security awareness training, telecommunications, operating systems, software packages);
- e. Analyze and assess equipment and performance degradation, including determination of hardware, software, and/or other technical changes necessary as well as supply refreshment to meet operational requirements;
- f. Perform data entry processing;
- g. Maintain a support facility (normally consistent with Government personnel working hours Monday through Friday unless otherwise specified), designed to provide assistance and help to users in all areas related to IRM/IT, including personalized assistance, telephone assistance, limited training, etc.;
- h. Provide support services to maintain backup capability, security, imaging/ OCR, operational data storage and retrieval applications resident on diverse computer platforms such as microcomputer, standalone, and minicomputer suites;
- i. Lease, maintain, and repair primary and peripheral hardware;
- j. Provide assistance in maintaining inventory control and location records of Government-owned Federal Information Processing (FIP) equipment/software and disposal of property as required;
- k. Collect statistics on hardware/software/system problems, security incidents, maintenance service calls, and user base;
- l. Assist in the planning and logistics of conferences (including local, remote, tele-conferences, nationwide, and/or global) and presentations;
- m. Analyze new applications, perform software maintenance, and make appropriate enhancements to existing systems as well as assisting customer personnel in identifying their requirements and/or problems;
- n. Review implementation plans for applications to ensure that the system resources are available to support applications in both the long and short term;
- o. Perform configuration management of software and hardware, including computers and network equipment across the enterprise;

p. Coordinate and track job requests to ensure that all customer requests are handled expeditiously while keeping Government apprised of significant changes in workload status; and

q. Centralized administration of software licenses, including dynamic allocation.

### **3.2 Network Support**

**3.2.1** The Contractor shall provide planning, analysis, troubleshooting, integration, acquisition, installation, operations, maintenance, training, documentation, and administration services for all types of data networks, including, but not limited to, enterprise systems, the Interdepartmental Data Network (IDN) “backbone”, Local Area Networks (LAN), Wide Area Networks (WAN), client-server, Internet access, and videoconferencing. The Contractor shall also maintain a centralized technical assistance service that supports problem resolution and distributes general network information.

**3.2.2** Network support functions include, but are not limited to, the capability to:

a. Develop/provide user manuals, programmer maintenance manuals, system design documentation, purchase and installation of network support equipment/software;

b. Analyze and assess equipment and performance degradation, including determination of hardware, software, and/or other technical changes necessary as well as supply refreshment to meet operational requirements;

c. Maintain a support facility (normally consistent with Government personnel working hours Monday through Friday unless otherwise specified), designed to provide assistance and help to users in all areas related to IRM/IT, including personalized assistance, telephone assistance, limited training, etc.;

d. Plan, install, operate, maintain, manage the configuration, and monitor performance of FDDI-compliant “backbone” networks and associated equipment to include maintaining existing and planned LAN/WAN connections, software and hardware systems providing LAN/WAN connectivity, LAN/WAN topologies and operating systems;

e. Assist in determining requirements and developing plans and justifications for additions and modifications to hardware and software for network systems;

f. Develop, update, and maintain technical support plans describing current and planned communication systems based on projected user needs and which forms the basis for the acquisition of needed hardware or software in planned expansions of capabilities;

g. Coordinate, track, and measure performance on job requests to ensure that all customer requests are handled expeditiously while keeping Government apprised of significant changes in workload status;

h. Provide user training in a variety of areas (e.g., desktop publishing, telecommunications, operating systems, software packages, end-user security awareness training) with requisite documentation;

i. Provide ongoing system and applications maintenance;

j. Design, develop, and implement automated systems utilizing a LAN or WAN based data server;

k. Develop and test user interfaces that transparently integrate system applications;

l. Assist in the planning and logistics of conferences (including local, remote, tele-conferences, nationwide, and/or global) and presentations;

- m. Develop data conversion and data validation routines;
- n. Provide assistance in planning and performing data conversion/system migrations;
- o. Perform hardware/software testing, installation, and maintenance;
- p. Lease, maintain, and repair primary and peripheral hardware in the context of a “solutions based” contract;
- q. Provide system administration, programming (including development of special applications), and database support services for microcomputer systems supporting multiple local and remote users;
- r. Provide assistance in maintaining inventory control and location records of Government-owned Federal Information Processing (FIP) equipment/software and disposal of property as required;
- s. Evaluate data communication requirements and perform analyses to determine hardware, software, and telecommunications support services necessary to meet requirements;
- t. Provide support services to maintain file/application backup capability, security, imaging/OCR, operational data storage and retrieval application resident on diverse computer platforms such as networks and client-server environments;
- u. Plan, install, operate, manage the configuration, administer/synchronize directories, and monitor performance of electronic messaging systems;
- v. Centrally administer software licenses, including dynamic allocation;
- w. Perform network-based detection of viruses and unauthorized software and facilities to counter/eliminate/control;
- x. Centrally distribute electronic software (operating system, major systems, etc.);
- y. Manage and administer user id, password and security keys (public/private, unique); and
- z. Administer domain addresses

### **3.3 Computer Center Technical Support**

**3.3.1** The Contractor shall provide planning, analysis, troubleshooting, integration, acquisition, installation, operations, maintenance, training, documentation, and administration services for computer centers. The Contractor shall also maintain a centralized technical assistance service that supports problem resolution and distributes general computer center information.

**3.3.2** Computer center technical support functions may include, but are not limited to, the capability to:

- a. Develop/provide user manuals, programmer maintenance manuals, system design documentation, etc.;
- b. Provide ongoing system and applications maintenance;
- c. Analyze and assess equipment and performance degradation, including determination of hardware, software, and/or other technical changes necessary to meet operational requirements;
- d. Perform data entry processing;

- e. Perform system analysis, design, development, implementation, operation, and life cycle maintenance of imaging applications;
- f. Provide support services to maintain operational data storage and retrieval application resident on diverse computer platforms such as mainframes, minicomputers, et al;
- g. Assist in the planning and logistics of conferences (including local, remote, tele-conferences, nationwide, and/or global) and presentations;
- h. Lease, maintain, and repair primary and peripheral hardware, including CPU, tape drives, etc.;
- i. Produce and maintain backup tapes and operating system software;
- j. Develop standard operating procedures for the computer center and ensure compliance with them;
- k. Process data on large-scale computer systems in the multiprocessing environment;
- l. Provide cleaning of facility IT components;
- m. Identify the rate of consumption for expendable supplies in enough time to replace these supplies in an orderly manner;
- n. Coordinate and track job requests to ensure that all customer requests are handled expeditiously while keeping Government apprised of significant changes in workload status;
- o. Maintain a support facility (normally consistent with Government personnel working hours Monday through Friday unless otherwise specified), designed to provide assistance and help to users in all areas related to IRM/IT, including personalized assistance, telephone assistance, limited training, etc.;
- p. Establish and maintain a computer capacity management function, including collection and maintenance of statistics on storage consumption and current storage capacity;
- q. Perform hardware/software testing, installation, and maintenance;
- r. Collect and maintain statistics on hardware and software problems, maintenance service calls, and user base;
- s. Perform network communications maintenance, including coordination with agency groups, telephone companies, and maintenance vendors to resolve data communication problems;
- t. Convert data through in-house optical character recognition systems, electronically, through the use of vendors, etc.;
- u. Monitor system performance and coordinate with office system vendors and users on efficient and effective use of the system;
- v. Schedule and conduct regular user meetings;
- w. Maintain a training facility and provide training for all levels of users on all functions of the system;
- x. Develop requirements/specifications for hardware, software, and/or services;
- y. Develop special applications as required;
- z. Provide assistance in formulating cost recovery and budget projections;

- aa. Provide assistance in maintaining inventory control and location records of Government-owned FIP equipment/software and disposal of property as required;
- bb. Perform annual inventories of computer center equipment and users;
- cc. Maintain system architecture/schematic on hardware, software, circuits, and codes for each system and user(s);
- dd. Develop and maintain a configuration management program for all supported applications;
- ee. Develop and maintain a IT human resource management program;
- ff. Develop and maintain a continuous improvement/quality assurance program;
- gg. Develop and maintain a lifecycle management program for all hardware and software applications;
- hh. Centrally administer software licenses, including dynamic allocation;
- ii. Perform network-based detection of viruses and unauthorized software and facilities to counter/eliminate/control;
- jj. Centrally distribute electronic software (operating system, major systems, etc.);
- kk. Manage and administer user ids, passwords and security keys (public/private, unique);
- ll. Administer domain addresses;
- mm. Administer and synchronize e-mail directories; and
- nn. Provide a full range of services for data center consolidation.

### **3.4 Media/Learning Center Support**

**3.4.1** The Contractor shall provide planning, analysis, troubleshooting, integration, acquisition, installation, operations, maintenance, training, documentation, and administration services for multi-media and education centers. The Contractor shall also maintain a centralized technical assistance service that supports problem resolution and distributes general multi-media and learning information.

**3.4.2** Media and learning support functions include, but are not limited to, the capability to:

- a. Develop/provide user manuals, programmer maintenance manuals, and system design documentation, etc.;
- b. Analyze and assess equipment and performance degradation, including determination of hardware, software, and/or other technical changes necessary to meet operational requirements as well as supply refreshment;
- c. Assist in the planning and logistics of conferences (including local, remote, tele-conferences, nationwide, and/or global), presentations, and classes;
- d. Coordinate and track job requests to ensure that all customer requests are handled expeditiously while keeping Government apprised of significant changes in workload status;

- e. Maintain a support facility (normally consistent with Government personnel working hours Monday through Friday unless otherwise specified), designed to provide assistance and help to users in all areas related to IRM/IT, including personalized assistance, telephone assistance, limited training, etc.;
- f. Prepare videotapes of presentations, meetings, course topics, etc.;
- g. Arrange press briefings/conferences and classes;
- h. Arrange teleconferences among parties at local and remote sites;
- i. Perform hardware/software testing, installation, and maintenance;
- j. Lease, maintain, and repair primary and peripheral hardware;
- k. Maintain inventory control and location records of Government-owned Federal Information Processing (FIP) equipment/software and dispose of property as required; and
- l. Provide set-up, programming, and operating of groupware; and
- m. Provide professional training expertise, including Instructional Systems Design capabilities, to improve job performance of employees utilizing the learning/media center.

### **3.5 Telecommunications Support**

**3.5.1** The Contractor shall provide policy, procedural, and organization support; perform operation and maintenance of existing and future telecommunications systems; perform system installation and enhancement of new or existing telecommunications systems and networks; and provide user training.

**3.5.2** Telecommunications support functions include, but are not limited to, the capability to:

- a. Perform as the customer service representative and provide customer service as required, including receiving, evaluating, and responding to telephone service orders and analyzing, processing, and updating telephone service records;
- b. Identify and provide telecommunications equipment;
- c. Develop and modify communications software;
- d. Perform hardware and software operations and maintenance relative to telecommunication system configuration(s);
- e. Manage telephone service records and data related to telephone system operation;
- f. Maintain telephone locator - phone directory database;
- g. Provide support for voice mail (VMX);
- h. Monitor and analyze PBX performance;
- i. Operate local and long distance directory assistance system;
- j. Provide telephone user support services; and
- k. Provide telecommunication services outsourcing.

### **3.6 Seat Management**

The Contractor shall provide desktop computing as a service and the Government will purchase these services as a utility and will pay for them by the “seat.” The services include the entire suite of hardware, COTS software, connectivity, and support services required to deliver the support to the desktop. To accomplish this, it is expected that the Contractor will be capable of providing the following services:

- a. Asset Management: Provide network assets to meet end user technology requirements. Manage network asset inventory. Re-market used network assets.
- b. Infrastructure Management: Perform all functions related to network and systems management, including performing configuration management, implement current software versions and patches, maintain a high-level of system reliability, availability, and performance, and recommend and implement enhancements to prevent performance problems. Where applicable and practical, this would include the ability to provide these functions remotely.
- c. Installation: Provide those functions required to plan and implement the installation of a network infrastructure necessary to support varying degrees of size and complexity.
- d. Maintenance: Plan and implement a maintenance program, both preventative and remedial, focused on minimizing downtime and achieving efficient operations that includes periodic testing and inspections.
- e. User Support: Provide technical skills, infrastructure, and equipment necessary to isolate, identify, track, report and resolve end user hardware and software problems.
- f. Training: Develop and deliver training necessary to provide varying degrees of end user competency in required software suites, operating systems, and other required COTS software packages.
- g. Design and Installation: Perform system engineering, conceptual design, detailed design for architecture, and configuration enhancements of existing and new networks.
- h. Processing Support: Provide processing capabilities and support services for the full range of processors (i.e., mainframes, minis and micros).
- i. Miscellaneous – Any other services required.

### **3.7 Independent Verification and Validation**

**3.7.1** The Contractor shall provide technical resources to define, develop, and conduct Independent Validation and Verification (IV&V) Tests for Office Automation Support/Help Desk; Network Support; Computer Center Technical Support; and Telecommunications Support. Validation testing shall be designed to ensure that the software developed fully addresses the requirements established to provide specific system operation functions. Verification testing shall be designed to determine whether the software code is logically correct for the operation functions for which it was designed. It is expected that the operational areas listed above will be contracted as separate IV&V tasks.

**3.7.2** IV&V testing support functions include, but are not limited to, the capability to:

- a. Organize a test team to ensure that software requirements are tested to the satisfaction of the user organization for the areas identified in 3.7.1;
- b. Create a Master Test Plan that includes the various types of testing that should be conducted;

- c. Identify the requirements, objectives, and anticipated results to test the software at all appropriate levels;
- d. Ensure that the test case scenarios used for testing vary in complexity and detail, and that they evolve to include more and more realistic situations;
- e. Ensure that advanced, complex IV&V testing includes reliable test examples for all operational scenarios modeled; and
- f. Provide thorough and objective test reports to management, both verbal presentations and written documentation as required.

### **3.8 Software Maintenance and/or Licensing**

**3.8.1** The Contractor shall provide for software maintenance and/or software licenses from 3rd party vendors in support of tasks falling within this functional area.

### **3.9 Other SOM Tasks**

**3.9.1** The Contractor shall provide resources to support other IT-related tasks that may not have been specifically mentioned in the above paragraphs. The contract is intended to cover all types of IT services. It would be impossible to identify all requirements and/or anticipate how technology will evolve over the life of the contract. Therefore, the contractor shall be capable of providing the broad range of IT services and keep current with emerging technologies.

## **4.0 Information System Security (ISS) Support Services**

Government agencies require assistance in developing ISS products, including implementation. ISS addresses the security of information and computing resources at all organizational levels. This section describes the ISS functional requirements and also covers the location, source, and contact for any other information that the Contractor may need to know in order to perform ISS tasks. This includes the results of any previous audits, reviews, studies, certifications, risk, and vulnerability analyses, etc. that address the computer security of a system(s). All work completed under this contract shall comply with the latest versions of all applicable agency ISS guidance, Office of Management and Budget (OMB) circulars, General Services Administration (GSA) issuances, Public Laws (PLs), American National Standards Institute (ANSI) standards, and National Institute of Standards and Technology (NIST) standards, including Federal Information Processing Standards (FIPS) publications. Also, individual task/delivery orders will reference applicable versions of standards or exceptions as necessary.

Examples of the types of tasks included under the ISS functional area are: (1) Mainframe Automated Information Security Systems; (2) Disaster Recovery, Continuity of Operations, and Contingency Planning; (3) Computer Security Awareness and Training; (4) Computer Security Incident Response; (5) Virus Detection, Elimination, and Prevention; (6) Computer Security Plan Preparation; (7) Certification of Sensitive Systems; (8) Quantitative Risk Analysis of Large Sensitive Systems; (9) Security for Small Systems, Telecommunications, and Client Server; (10) Hot-site, Cold-site Services; (11) Independent Verification and Validation; (12) Acquire and manage software/hardware maintenance and/or software licenses from 3<sup>rd</sup> party sources and (13) Other ISS Tasks.

**4.1 Mainframe Automated Information Security Support.** The Contractor shall provide operational and analytical support related to security for mainframe information assets. Such support includes, but is not limited to, the capability to:

- a. Provide operational and analytical support of mainframe security system software (e.g., CA-ACF2);

- b. Provide support necessary to evaluate the integrity of mainframe operating systems and environments;
- c. Ensure the operation of trusted computer system consistent with strategic plans;
- d. Support full compliance with the Computer Security Act of 1987 (PL 100-235) and Office of Management Budget (OMB) Circulars A-130, Management of Federal Information Resources;
- e. Ensure that users, both internal and external, are not unreasonably impacted by the operation and administration of security system software; and
- f. Provide independent operational and quality assurance audits of mainframe security administration and implementation (including conduct of audits by an outside independent organization who will provide unbiased assessment of the FIP security environment and provide draft and final audit plans to the government prior to commencing work).

**4.2 Disaster Recovery, Continuity of Operations, and Contingency Planning.** The Contractor shall provide disaster recovery, continuity of operations, and contingency planning support, including those for software applications, which are processed on various computer platforms (e.g., personal computers, mainframes, and mini-computers). Such support includes, but is not limited to, the capability to:

- a. Perform Risk Analysis
- b. Review and/or develop disaster recovery and continuity of operations plans
- c. Recommend Mitigation Plan
- d. Recommend ways to increase the effectiveness of the plans and the continuity of service
- e. Incorporate disaster recovery and continuity of operations plans as an attachment of the systems security plan

**4.3 Computer Security Awareness and Training.** The Contractor shall provide computer security awareness and training. Such support includes, but is not limited to, the capability to:

- a. Design and develop an Instructor's Guide and a participant material packet for both briefing presentation and classroom-based courses as well as conducting training;
- b. Provide the instructor with guidance for presentation of the course/briefing (i.e., the Instructor's Guide or Speakers Notes); and
- c. Provide a participant material packet, which will provide the participant with the materials discussed in the course/briefing for future reference.
- d. Design, develop and present a System Administrator Security Course to train client Systems Administrators in security policies, procedures, and techniques.
- e. Design, develop and present a Computer Incident Investigation Course to train client Security Personnel in Computer Forensics policies and techniques.

**4.4 Computer Security Incident Response.** The Contractor shall provide computer security incident response support. Such support includes, but is not limited to, the capability to:

- a. Form an Incident Response Team (the team) to increase the client organization's ability to respond to computer security incidents;
- b. Have the team provide a specified number of hours a day on-call technical assistance to the client organization sites and respond to incidents at those sites within a specified number of hours;
- c. Have the team communicate important information about threats and vulnerabilities to the organization in a timely manner; and
- d. Perform research on system vulnerabilities, conduct system penetration studies, and develop computer security incident response tools.
- e. Monitor the client organization network(s) to detect intrusions. Correlate information on network intrusion incidents; create incident reports, brief client organization management, client security personnel, and law enforcement and/or counterintelligence organizations on the incidents. Develop automated tools to assist in the network monitoring, intrusion detection, and reaction to incidents.

**4.5 Virus Detection, Elimination, and Prevention.** The Contractor shall provide virus detection, elimination, and prevention support. Such support includes, but is not limited to, the capability to:

- a. Responsible for specific activities that include incident-handling guidelines, software tools, etc. and may be an on-going, multi-year effort;
- b. Identify, isolate, neutralize, and be responsible for handling malicious programs (viruses, worms, Trojan Horses) infecting the client organization's systems and/or networks;
- c. Perform research on viruses, conduct system attack studies, and develop computer security tools which provide knowledge that the Contractor can use and information to issue before and during incidents;
- d. Maintain a clearinghouse of relevant information, i.e., description of viruses, removal/ recovery instructions, etc., and help sites to learn about and use the computer security tools which they have developed; and
- e. Initiate proactive efforts to include developing virus detection, elimination, and prevention guidelines and identifying software tools for responding to incidents/events.

**4.6 Computer Security Plan Preparation.** The Contractor shall provide computer security plan preparation support. Such support includes, but is not limited to, the capability to provide a system security plan which:

- a. Performs Risk Analysis;
- b. Is a management tool designed to reduce the risk and magnitude of harm that could result from the loss, misuse, or unauthorized access to or modification of information in federal computer systems; and
- c. Identifies the system purpose and operating environment; the sensitivity of information; and management, operational, and technical controls to be applied; and is required for all general support systems and major applications.

**4.7 Certification of Sensitive Systems.** The Contractor shall provide support in the certification of sensitive systems. Such support includes, but is not limited to, the capability to:

- a. Formally test the system's controls (depending on the scope of the certification review as determined by the sensitivity, size, and nature (e.g., general support systems and major applications) to determine whether they are turned on, actually work, and provide the intended protection;
- b. Perform an assessment and evaluation to certify small sensitive systems through:
  - (1) A series of tests of the security controls implemented to ensure the security and integrity of the system and its software and data;
  - (2) Preparation of a simplified test plan;
  - (3) Conduct of appropriate validation tests;
  - (4) Inclusion of the certification package as an attachment to the security plan;
  - (5) Conduct electronic vulnerability assessments of systems through the use of automated tools such as SATAN, SPI, COPS, Crack, etc;
  - (6) Certification of systems under development, generally prior to implementation (usually coinciding with System Design Testing); and
  - (7) Certification of systems being developed in phases in each phase.
- c. Prepare an extensive test plan for a security test and evaluation (ST&E) of large systems in contrast to a simplified plan for certification through assessment and evaluation of security controls for the system by looking at certain areas in depth, such as: management procedures and controls, physical, data, operating system, application software, personnel, and network security; and disaster recovery.

**4.8 Quantitative Risk Analysis of Large Sensitive Systems.** The Contractor shall provide support in performing quantitative risk analyses of large sensitive systems, generally including the risk analysis package as an attachment to the system security plan. Such support includes, but is not limited to, the capability to:

- a. Identify and value computer/communications network assets;
- b. Identify potential threats to those assets and system vulnerability;
- c. Assess adequacy of existing management, operational, and technical controls in safeguarding assets against waste, loss, unauthorized access and use, and misappropriation; and
- d. Analyze the consequences/impact of the potential threats resulting in recommendations of safeguards.
- e. Assess Business Impact Analysis and Recommendations

**4.9 Security for Small Systems, Telecommunications, and Client Server.** The Contractor shall provide security for small systems, telecommunications, and client server support. Such support includes, but is not limited to, the capability to:

- a. Provide operational and analytical support related to security for personal computers, file servers, and LAN information assets;
- b. Provide operational and analytical support related to telecommunications and network security;

- c. Analyze and evaluate new and emerging security technologies as well as vendor security products for their applicability and feasibility of use for personal computers, LANs, telecommunications, and networks;
- d. Support customer security operations, including assisting customers with developing and implementing security methodologies and safeguards to protect their personal computers, file servers, LAN, and network assets;
- e. Recommend Back-up Storage and Protection plan
- f. Provide technical training for all aspects of information security relative to personal computers, LANs, file servers, networks, and telecommunications;
- g. Perform special projects and tasks to remedy existing security weakness; and
- h. Conduct network security monitoring to detect intrusions. Conduct electronic vulnerability assessments of systems. Conduct electronic vulnerability assessments of web sites.

#### **4.10 System Recovery Support Services**

**4.10.1** The Contractor shall provide personnel resources to ensure a system recovery capability that will support Government goals and objectives. As a minimum, the Contractor must provide the capability for hot-site/cold-site recovery of all critical software programs and sensitive Government information. The requirements for system recovery support services will be based on the analysis of strategic planning factors; the strengths and weaknesses of the system, as obtained through threat assessment and risk analyses; and cost and benefit trade-offs.

**4.10.2** System recovery support services include, but are not limited to the capability to:

- a. Detail and Diagram hierarchical access and storage system;
- b. Provide hot-site/cold-site system recovery support services that ensure continuity of operations for Government systems;
- c. Provide practical and effective interpretations of strategic planning for Government IT systems as well as the alternatives available for system recovery;
- d. Provide or assess applicable feasibility studies for alternatives available for system recovery support services;
- e. Provide alternatives for system recovery support services that are based on feasibility studies and the analysis of cost-effective approaches to requirements for continuity of IT operations;
- f. Provide the capability for an off-site data vaulting service to provide a secure environment for critical system software programs and data and sensitive Government information.

#### **4.11 Independent Verification and Validation**

**4.11.1** The Contractor shall provide technical resources to define, develop, and conduct Independent Validation and Verification (IV&V) Tests for Mainframe Automation Information Security; Certification of Sensitive Systems; and Security for Small Systems, Telecommunications, and Client Server. Validation testing shall be designed to ensure that the software developed fully addresses the requirements established to provide specific operation functions. Verification testing shall be designed to determine whether the software code is logically correct for the operation

functions for which it was designed. It is expected that the operational areas listed above will be contracted as separate IV&V tasks.

**4.11.2** IV &V testing support functions include, but are not limited to, the capability to:

- a. Organize a test team to ensure that software requirements are tested to the satisfaction of the user organization for the operational areas identified in 4.11.1 above;
- b. Create a Master Test Plan that includes the various types of testing that should be conducted, and testing the software at all appropriate levels for these areas of ISS;
- c. Ensure that the test case scenarios vary in complexity and detail, and that they evolve to include more and more realistic situations;
- d. Ensure that advanced, complex IV&V testing includes reliable test examples for all operational scenarios modeled; and
- e. Provide thorough and objective test reports, both verbal presentations and written documentation as required by the project manager.

#### **4.12 Software/Hardware Maintenance and/or Licensing**

**4.12.1** The Contractor shall provide for software/hardware maintenance and/or software licenses from 3rd party vendors in support of tasks falling within this functional area.

#### **4.13 Other ISS Tasks**

**4.13.1** The Contractor shall provide resources to support other IT-related tasks that may not have been specifically mentioned in the above paragraphs. The contract is intended to cover all types of IT services. It would be impossible to identify all requirements and/or anticipate how technology will evolve over the life of the contract. Therefore, the contractor shall be capable of providing the broad range of IT services and keep current with emerging technologies.

## **APPENDIX B**

### **ITOP II DELEGATION OF CONTRACT AUTHORITY (DOA)**

#### **Client Requirements**

When Federal Government organizations plan to use the ITOP II contract(s) solely as a mechanism for obtaining IT services, and intend to issue the TO themselves, a Delegation of Contract Authority (DOA) from the ITOP II PCO is required. To request a DOA, contact the ITOP II PCO by telephone or email. . Delegations of Contract Authority may only be made to Federally Warranted Contracting Officers. This precludes their use by State or Local Government entities.

#### **Delegation of Contract Authority (Single DOA)**

DOAs may be requested by warranted Contracting Officers to place ITOP II Task Orders. Individual DOA requests shall not exceed \$300M. DOA amounts must include the entire value of the contemplated Task Order, including any options. *No DOA shall exceed a period of one year, although the client can renew DOAs upon request. A single client may request multiple DOAs.*

***Competitive RFPs*** - All RFPs prepared under ITOP II DOA must be forwarded to the ITOP II PCO for review and approval prior to their release. Upon approval, the TOCO shall post all competitive DCA RFPs on IT Solutions, GSA Preferred or whatever systems the TOCO utilizes for contractor response. DOA holders shall be responsible for answering any resulting RFC's through the above-mentioned systems. Please refer to the paragraph "Statements of Work" under Step 2 of this Chapter for further information on SOW requirements.

ITOP II Contractors shall respond to only those RFPs that have been posted on the aforementioned systems. Under certain circumstances, the DOA holder may request permission from the ITOP II PCO, prior to releasing the RFP, to make direct distribution of an RFP to ITOP II contractors. If this request is approved, the TOCO will notify ITOP II contractors in the appropriate functional area(s) via the systems mentioned above that they may respond to a specific RFP that they will be receiving directly from the DOA holder.

***Directed (Sole Source) Task Orders*** - DOA holders desiring to place directed task orders shall notify the ITOP II P CO and provide an agency approved ITOP II Directed TO Sole Source Justification. See Appendix D of this handbook for guidance. The agency's directed sole source justification will be submitted to the ITOP II PCO only after it has been approved internally by the agency approving officials using the agency's internal procedures.

***ITOP II Contractors shall not sign, accept, or commence performance on new directed Task Orders or on modifications increasing amounts awarded to existing directed Task Orders until first authorized to do so in writing (e-mail sufficient) by the ITOP II P CO or TOCO.***

#### **ITOP II Program**

Delegations of contract authority may only extend to one underlying contract program. Accordingly, DOA's must be specifically granted separately for ITOP II. Agencies wishing to request DOAs for both programs must submit two separate DOA requests.

## **ITOPH PCO Responsibility**

The ITOPH PCO shall address each DOA request and provide a written response via email or telephone. If the DOA is granted, the ITOPH PCO response will be in the form of a letter.

## **Post-DOA Requirements**

Once a DOA has been granted by the ITOPH PCO, the designated Task Order Contracting Officer (TOCO) shall be responsible for ensuring the steps outlined under the ITOPH process in this handbook section are carried out in accordance with the terms of the contract and with the Federal Acquisition Regulation.

The TOCO shall ensure compliance with ITOPH “Duties and Responsibilities”, as set forth in the DOA Letter.

Periodically, the ITOPH PCO shall validate its record of DCA Task Order awards to ensure proper contract oversight is maintained. The format shown in part III of this appendix shall be used to request appropriate information. Retractions of DOAs may be requested by the client or may be imposed by the ITOPH PCO in instances of violation of the terms and conditions of the contract, non-payment of contract access fee (CAF) etc.

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## ITOPH DCA TASK ORDER ACTIVITY

Contracting Officer	Telephone	Fax #	POC	Telephone	Fax #	Date Approved	Valid Through	Approved Amount	Remaining
						Please submit copies of the following checked items:			
Task Order Number	Functional Area	Award Date	Contract Type	Amount Awarded	Contractor	Sub-Contract Plan	Directed Source Justification	ITOPH Service TO Copy	ITOPH Service Fee

## **APPENDIX C**

INTENTIONALLY DELETED

## **APPENDIX D**

### **ITOP II DIRECTED SOURCE JUSTIFICATION**

In accordance with FAR 16.505((b)(2), awards may be directed to a particular source vice competed among the functional area awardees if certain exceptions (listed below) apply. In addition, in accordance with paragraph (f) of Special Contract Requirement H.3, each 8(a) contractor may be awarded up to \$3,000,000 annually in accordance with FAR 19.805-1. ITOP II contractors may receive directed task orders only through applicability of one of the following conditions pursuant to 41 U.S.C. 253j and 15 U.S.C. 637 and 644.

**Supporting rationale as stated earlier is required for items 1-3 (including plans for future competition) to the ITOP II Contracting Officer for review only. The TOCO must obtain agency approval based on the agency's internal procedures.**

1. The agency need for such supplies or services is of such unusual urgency that providing such opportunity to all such contractors would result in unacceptable delays;
2. Only one such contractor is capable of providing such supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized;
3. The order should be issued on a sole source basis in the interest of economy and efficiency as a logical follow-on to an order already issued under the (ITOP II) contract; provided that all awardees were given fair opportunity to be considered for the original TO;
4. It is necessary to place a Task Order to satisfy a minimum guarantee [no separate justification required]; or
5. The award is to be made to an 8(a) contractor in accordance with the \$3,000,000 annual limitation specified in paragraph (f) of Special Contract Requirement H.3 [no separate justification required].

### **GUIDANCE FOR PROVIDING SUPPORTING RATIONALE**

In general, the supporting rationale to justify an exception to competition must be complete enough to fully support the requested exception. In reference to completion of the ITOP II Directed Source Justification form on the following page, the following guidance is provided for each applicable exception:

*If "The agency need for such supplies or services is of such unusual urgency that providing such opportunity to all such contractors would result in unacceptable delays" applies, the rationale at a minimum must include:*

- A brief description of the requirement, the circumstances that created the urgency of the requirement.
- The required date for the services to commence and why that date could not be met by providing all offerors an opportunity to submit proposals.
- The harm (financial or otherwise) the Government would suffer due to a delay in award from using customary ITOP II fair opportunity (i.e. competitive) procedures.
- Plans to compete the requirement (i.e. for ongoing support - this exception should only be used to cover services performed during the time it would take to award a competitive order).

*If "Only one such contractor is capable of providing such supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized" applies, the rationale at a minimum must include:*

- A brief description of the requirement, background as to the procurement history of the requirement (i.e. who has provided the services in the past).

- Specific rationale as to what is unique or highly specialized about the requirement and why only the identified company can meet the requirement.
- Any plans to compete the requirement in the future.

Please note that this exception can only be used if the identified contractor is the only source that can technically fulfill the requirement. The fact that a contractor may be considered the best or only practical choice to perform the requirement due to (for example) institutional knowledge gained through providing the service in the past is not sufficient justification if another contractor could technically perform the requirement.

If *"The order should be issued on a sole source basis in the interest of economy and efficiency as a logical follow-on to an order already issued under the (ITOP II) contract; provided that all awardees were given fair opportunity to be considered for the original order"* applies, the rationale at a minimum must include:

- A brief description of the requirement.
- Reference to the originally competed order.
- Rationale as to why in the interest of economy and efficiency a follow-on order is preferable to a competed order.
- Any plans to compete the requirement in the future (i.e., this exception could not be used to continually extended an ongoing support requirement).

**END OF PAGE**

## **APPENDIX E**

### **LABOR CATEGORIES/QUALIFICATIONS**

**ITOP II Program Manager** - Serves as the Contractor counterpart to the Government program/technical manager for ITOP II. Manages substantial program/technical support operations involving multiple ITOP II projects/task orders and personnel at diverse locations. Organizes, directs, and coordinates planning and execution of all program/technical support activities. Shall have demonstrated information technology expertise and communications skills to be able interface with all levels of management. Simultaneously plans and manages the transition of several highly technical projects. Establishes and alters (as necessary) management structure to effectively direct program/technical support activities. Meets and confers with Government management officials regarding the status of specific Contractor program/technical activities and problems, issues or conflicts regarding resolution.

**TO Project Manager** - Provides competent leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transitioning. Directs completion of tasks within estimated timeframes and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with the Contractor's ITOP II Program Manager as well as Government management personnel including, but not limited to, the Contracting Officer and the Contracting Officer's Technical Representative. Reports in writing and orally to contractor management and Government representatives.

**Computer Systems Analyst** - Analyzes, develops, and/or reviews computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Develops and/or oversees plans for automated data processing systems from project inception to conclusion. Analyzes information to be processed. Defines and analyzes problems and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Provides support for the installation, testing, implementation, and ongoing maintenance of the hardware/software to support EC/EDI functions and provides expertise in the area of EC/EDI translation software and systems.

**Applications Programmer** - Analyzes functional business applications and design specifications for functional areas such as payroll, logistics, and contracts. Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

**System Programmer** - Creates and/or maintains operating systems, communications software, data base packages, compilers, assemblers, and utility programs. Modify existing software as well as create special-purpose software to ensure efficiency and integrity between systems and applications.

**Functional [Subject Matter] Expert** - Analyzes user needs to determine functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise so recognized in the professional community that the Government is able to qualify the individual as an expert in the field for an actual TO. Demonstrates exceptional oral and written communication skills.

**Quality Assurance Specialist** - Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization. Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual TO. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

**Data Base Analyst** - Manages and/or develops data base projects. Provides highly technical expertise in the use of Data Base Management Systems (DBMS) concepts. Evaluates and recommends available DBMS products and services to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

**System Administrator/Operator** - Supervises and manages the daily activities of configuration and operation of business/computer systems. Optimizes system operations and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business/computer systems. Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation.

**Systems Engineer** - Applies software, hardware, and standards information technology skills in the analysis, specification, development, integration, and acquisition of systems for information management applications. Ensures these systems and applications are compliant with standards for open systems architectures, reference models, and profiles of standards -- such as the IEEE Open Systems Environment reference model -- as they apply to the implementation and specification of information management solutions on the application platform, across the application program interface, and the external environment/software application. Evaluates and recommends COTS applications and methodologies that can be acquired to provide interoperable, portable, and scalable information technology solutions. Performs analysis and validation of reusable software/hardware components to ensure the integration of these components into interoperable information management designs.

**Information Systems Engineer** - Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action. Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

**Software Engineer** - Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools. Interprets software requirements and design specifications to code, and integrates and tests software components. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

**Software Systems Specialist** - Performs moderately complex analysis, design, development, testing, and implementation of computer software in support of a range of functional and technical environments. Develops solutions to problems involving telecommunications, network design analysis, database design, etc.

**ADP Hardware Specialist** - Reviews computer systems in terms of machine capabilities and man-machine interface. Prepares reports and studies concerning hardware. Prepares functional requirements and specifications.

**Communications Hardware Specialist** - Analyzes network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Adds, deletes, and modifies,

as required, host, terminal, and network devices. Assists and coordinates with communications network specialists in the area of communication software. Analyzes and implements communications standards and protocols according to site requirements.

**Communications Software Specialist** - Analyzes network and computer communications software characteristics and recommends software procurement, removals, and modifications. Adds, deletes, and modifies, as required, host, terminal, and network devices in light of discerned software needs/problems. Assists and coordinates with communications network specialists in the area of communications software.

**Communications Network Specialist** - Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network topologies and site configurations. Plans installations, transitions, and cutovers of network components and capabilities. Ensures maintenance of systems. Coordinates requirements with users and suppliers. Provides support on all phases of analysis, design, testing, and implementation of networks and the telecommunications infrastructure to support EC/EDI functions.

**Operations Manager** - Manages computer operations, including at Government facilities. Schedules machine time and directs data entry efforts. Provides users with computer output. Oversees all operations to ensure downtime is minimized, necessary supplies are restocked in a timely manner, customer requests/complaints are readily resolved, etc.

**Technical Writer** - Gathers, analyzes, and composes technical information required for preparation of user manuals, training materials, installation guides, proposals, reports, etc. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

**Computer/Telecommunications Security Systems Specialist** - Analyzes and defines security requirements for a variety of computer and telecommunications issues. Designs, develops, engineers, and implements solutions to requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs. Performs risk analyses, which also include risk assessment. Develops, analyzes, and implements security architecture(s) as appropriate.

**IRM Analyst** - Ensures problem resolution and customer satisfaction for individual TOs. Performs technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry accepted standards, federal government legislative and regulatory requirements, and user standards specified in TOs. Develops requirements of IT product/service (including specifications, feasibility studies, requirements analysis, etc.) from inception to conclusion on simple to complex projects.

**Training Specialist** - Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

**Procurement Product Specialist** - Provides analysis, design, development, testing, and implementation of computer software in support of a range of functional and technical requirements to provide support for procurement software development tasks. Provides expertise in procurement processing to develop automated systems.

**Imaging Specialist** - Provides highly technical and specialized solutions to complex imaging problems. Performs analyses, studies, and reports related to imaging.

## **APPENDIX F**

### **ITOP II TORFP FORMAT**

The terms, conditions, and clauses of the Basic Contract are applicable unless otherwise specified in the individual Task Order. Only the TASC CO shall modify the Basic Contract.

#### **Section A - Solicitation/TO Form**

Optional Form 347 is preferred. At a minimum the TO form shall contain:

- Contract No.
- Task Order No.
- Date Issued
- Issuing Office
- Proposal Due Date and address (if different from issuing office)
- POC name and telephone for information
- Name and address of Offeror
- Government Ordering Officer Name (Print and Signature) and Date
- Offeror Person authorized to sign (Print and Signature) and Date

#### **Section B – Supplies or Services and Prices/Cost**

Cite the applicable Contract Line Item Number (CLIN) under the Basic Contract for appropriate type of TO (CPFF, FFP, and CPAF) and functional area.

- CPFF: Use CLIN 0001 for ISE, CLIN 0002 for SOM, and CLIN 0003 for ISS
- FFP: Use CLIN 0101 for ISE, CLIN 0102 for SOM, CLIN 0103 for ISS, CLIN 0104 for Travel
- CPAF: Use CLIN 0201 for ISE, CLIN 0202 for SOM, and CLIN 0203 for ISS
- T&M: Use CLIN 0301 for ISE, CLIN 0302 for SOM, and CLIN 0303 for ISS
- FPAF: Use CLIN 0401 for ISE, CLIN 0402 for SOM, and CLIN 0403 for ISS

#### **Section C - Statement Of Work**

The Statement of Work describes the work to be performed, and forms the heart of the TORFP. It includes:

- Task Order Title and ID: Include title of work to be done. This title should be unique and descriptive (e.g., Local Area Network Support for OST). The Task Order ID should include:
  - ◆ Agency or Agency Component designation.
  - ◆ Government Fiscal Year.
  - ◆ ITOP II functional area (e.g., ISE, SOM, ISS).
  - ◆ Task Order Number (e.g., as identified by the TOCO).
- Background: Reasons why this effort is required, any parallel efforts current or prior procurements, task orders, other agency activities and/or industry efforts. If the work relates to work already accomplished or ongoing through other procurement vehicles, so state. If supporting documents exist and could assist the contractor in understanding the purpose of the Task Order and provides a more complete proposal attach a copy to the SOW.

- Incumbent Information :Information which may assist Contractors in determining whether or not to propose on a task order: include name of incumbent (if applicable) and categorization of incumbent (i.e., 8(a); disadvantaged; women-owned; small; large).
- Objectives: A concise overview of client goals and expectations concerning the results of the Task Order.
- Scope: General scope of work. Identify the functional areas contained in the ITOP II contract Statement of Work.
- Specific Tasks: Office of Federal Procurement Policy guidance on performance work statements (PBS) is as follows: The PBS describes the specific requirements the contractor must meet in performance of the contract. It also specifies a standard of performance for the required tasks and the quality level the government expects the contractor to provide. The key elements of the PBS are:
  - ◆ A statement of the required services in terms of output.
  - ◆ A measurable performance standard for the output.
  - ◆ An allowable error rate.
- ***Contents of PERFORMANCE BASED SPECIFICATION (PBS):***
  - ◆ Identify only those outputs that are essential and should be a part of the performance requirements summary. Express the outputs in clear, concise, commonly used, easily understood, measurable terms.
  - ◆ Do not repeat material in the PBS that is already included in other parts of the contract or Task Order.
  - ◆ Do not include detailed procedures that dictate how work is to be accomplished. Instead, structure the PBS around the purpose of the work to be performed, i.e. what is to be performed, rather than how to perform it. For example, instead of requiring that media/learning centers be open between 9:00 - 5:00 each day, state that the media/learning center be open 40 hours per week with flexible hours to maximize the number of client requested activities.
  - ◆ To the maximum extent practicable, the PBS should be a stand-alone document, with minimum references to regulations or other guidance. Only mandatory requirements should be referenced.
- ***Style of PERFORMANCE BASE SPECIFICATION (PBS):***
  - ◆ Use precise terms and clear, concise wording. Do not use broad or vague statements or overly technical language. For example, state, “diverse hardware/software has caused interoperability problems” vs. “utilization of a wide variety of hardware/software has resulted in inadequate or incompatible information technology systems which are unable to support client requirements.”
  - ◆ Use the active voice; task oriented statements (verb-noun sentence structure), and the emphatic form of the verb to establish a binding imperative. For example, say, “The contractor shall (or must) provide “X” rather than “X” will be provided.”
  - ◆ To prevent misunderstandings, avoid abbreviations and acronyms as much as possible. Define any that are used the first time they appear in a document, and/or include a glossary of frequently used ones.
  - ◆ Avoid ambiguous words and phrases. Be precise and definite. For example, say “keep driveways clear of snow so that depth does not exceed 2 inches” rather than “clear snow as required.”
  - ◆ If more specific information is required, a draft statement-of-work and/or request for comments to refine the PBS may be asked from the contractors as it relates to an individual Task Order. Review by and input from potential sources provides an effective way to ensure that the PBS is accurate, comprehensive, and clear. It also serves as an excellent tool to identify aspects of the performance work statement that would restrict competition, raise costs unnecessarily, or discourage contractor innovation.
- Early involvement of industry is important. Sources should be asked whether certain quality requirements are significant cost drivers so the government can consider whether they are worth the extra cost.
- Specify hardware, software, and related supplies required to support TO.

## **Section D – Packaging and Marking**

- At a minimum, state any special requirements that exceed the contract requirement.

- Provide consignees name and address (if applicable).

## **Section E – Inspection and Acceptance**

- Identify designated representative(s) who will inspect, and be responsible for, the review and acceptance of all deliverables under the TO prior to acceptance by the Government Contracting Officer (CO) identified in the TO via approving the Contractor's invoice, unless other procedures are specified in the TO.
- If no specific performance measures for specific task, include overall performance measure in this section.

## **Section F – Deliveries or Performance**

- Place of Performance: Specify whether the work is to be performed at the Contractor's site or at a Government site. Describe any local or long distance travel that the contractor will have to perform to execute the TO. Identify the to/from locations of the travel, number and duration of trips.
- Period of Performance: State beginning, completion and/or total performance calendar days after the effective date of the Task Order (e.g., 180 calendar days after Task Order effective date). Identify base period and options, if applicable.
- Deliverable/Delivery Schedule: Describe precisely the items to be delivered and the time period in terms of calendar days after Task Order award. Contract Line Item Numbers (CLINs) shall be used for each deliverable.
- Specify delivery of supplies, services, written documents, etc. (including required formats, delivery locations, and delivery schedules).
- Inspection and Acceptance Criteria: At a minimum, the SOW must state any special requirements that exceed the contract requirements.

## **Section G – Task Order Administration Data**

- Identify TOCO or delegated official.
- Identify Contracting Officer Technical Rep.
- Specify billing instructions (Invoice requirements, accounting office, number copies, ACH info. etc.).

## **Section H - Special Task Order Requirements**

- Provide any special instructions, conditions, notices, performance measures, etc. applicable to the TO (e.g., on-site/off-site provisions).
- Identify Government Furnished Equipment/Government Furnished Information (with associated dollar amounts) and any limitations that will be provided to the contractor.
- Identify Key personnel positions.
- Identify any subcontractors utilized and for what type of work.
- Specify special security clearance requirements the level of classified access required shall be indicated on DD-254 or other appropriate form incorporated into each Task Order requesting access to classified information.
- Specify special training requirements.
- Indicate if exclusion on future task orders/contract is possible.

## **Section I – Contract Clauses**

- Include any contract clauses required that are not already cited in the ITOPII contract.
- Complete clauses requiring fill-in information.

## **Section J - List Attachments**

- Provide a current environment description: Examples of items that normally would be included are: number of users, performance levels, hardware/software configuration, examples of labor categories, current workload projections.
- List any attachments referenced in any sections of TORFP (esp. Sections C, L, and M).
- Attach Award Fee Plan (If CPAF type TO).

## **Section K – Representation, Certifications, and Other Statements of Offerors**

- Generally not applicable since reps/certs included with contract.

## **Section L – Instructions, Conditions, and Notices To Offerors**

- Request For Clarification.
- Pre-Proposal Conference.
- Exception To Solicitation Terms And Conditions.
- Alternate Proposals Are Not Permitted.
- Proposal Format And Submission Instructions.
  - ◆ Part A - Include Technical/Business Management/Past Performance/Key Personnel/Oral Presentation/Capability Demonstration.
  - ◆ Part B - Cost/Price.
  - ◆ Ensure proposal submissions linked with Section M evaluation criteria.
- Request Subcontracting Plan (per FAR 52.219-9 if task order expected to exceed \$500K and large business may receive award.
- Specify proposal drop-off address and number of copies.
- Specify page limits, margins, size paper, line spacing, font size, preference for recycled paper and soy based ink, etc.
- Specify whether or not an electronic copy of oral presentation slides and/or the written proposal are required. (Microsoft 6.0 and Excel 5.0 formats on 3 1/2-inch disk(s) are the ITOP II standards.)
- If written presentation/proposal documentation is required, the following is generally applicable:
  - ◆ The technical/management portion shall be separated from the cost/price portion.
  - ◆ The technical/management portion shall generally be limited to 50 pages or less.
  - ◆ The cost/price portion shall generally be limited to 10 pages and include the completed form shown in Appendix G.
- Specify that contractor concerns over task order award evaluation process/selection decisions shall be referred to the GSATask Order Ombudsman, Donald J. Suda, U.S. General Services Administration, Office of Acquisition Policy, 1800 F Street, N.W., Washington, DC 20405, only when contractor concerns cannot be resolved at the task order level.
- Specify that the ratings for each evaluation criterion will be provided to contractors at their debriefing (which may be followed up with a meeting to provide more specific details upon written request from the contractors).
- Notify contractors that no cost/price information other than that required in the subsequent table shall be provided unless otherwise indicated in the TORFP. Any additional information requested by the TOCO shall be kept to a minimum to enable Contractors to minimize their bid and proposal costs.
- For all competed task orders, no certificate of current cost and pricing data is required since there is adequate price competition in accordance with FAR 15.804-3(b). Certificates of current cost or price data should only be requested by the TOCO on directed orders exceeding 500K.

## Section M – Evaluation Factors for Award

- Indicate that the Government reserves the right to make award based on initial offers.
- State that TO award(s) will be made to the offeror(s) whose proposal is determined to best meet needs of the Government after consideration of all factors -- provides the “best value”. “Best value”, for the purpose of ITOPII, is defined as the procurement process that results in the most advantageous acquisition decisions for the Government and is performed through an integrated assessment and trade-off analysis between technical (e.g., past performance and business management approach) and cost/price factors.
- Caution offerors that in conducting the TO evaluation, the Government may use data provided by the offeror in its proposal as well as data obtained from other sources (e.g., Dun and Bradstreet reports, DCAA audits, available industry market rates for labor and overhead, etc.) , including previously awarded ITOPII TOs. While the Government may elect to consider data obtained from other sources, the burden of providing thorough and complete information rests with the offeror.
- Task Order RFPs for competitive awards must cite the evaluation criteria to be used to support proposal evaluation and Task Order award. The client shall indicate if any of the evaluation criteria selected were influenced by the items listed in Appendix D, and, if so, which one(s). State the evaluation criteria as broad concepts such as management, technical approach, quality, cost, or similar descriptors. The relative importance of each evaluation factor should be stated. (Should the client request joint ITOPII PCO/client effort; the client must identify, along with the criteria, one or two individuals to serve on an evaluation panel.) Past performance shall be an evaluation factor in all ITOPII task orders unless otherwise authorized by the cognizant TOCO. List, for all competitive task orders, the evaluation factors in relative order of importance. The evaluation factors may include all or some of the following:
  - ◆ Technical Approach.
  - ◆ Management Approach.
  - ◆ Past Performance.
  - ◆ Key Personnel.
  - ◆ Oral Presentation.
  - ◆ Capability Demonstration/Benchmarking.
  - ◆ Cost/Price.

## **APPENDIX G**

### **ITOPH TOCE/COST PROPOSAL FORMAT**

Contractors shall comply with the instructions provided in the TORFP regarding the submission and format of the cost proposal. In general, however, the following instructions to offerors are used:

A. If using composite rates from the initial ITOPH proposal, use the format specified in Appendix G-1. The Offeror shall, for cost/price purposes, include:

1. The labor categories cited in the Basic contract with the corresponding rates as specified in the initial ITOPH proposal, and any others necessary for the TO justified by the Contractor in the proposal;
2. Other direct costs as applicable (hardware, software, travel, etc.); and
3. An appropriate rate of profit/fee depending on the risk associated with the TO and the nature of work in the TO.

B. If not using the composite rates from the initial ITOPH proposal, use the format specified in Appendix G-2, as adjusted for estimating practices. The Offeror shall, for cost/price purposes, include:

1. The labor categories cited in the basic contract and any others necessary with the corresponding direct labor rates for the prime contractor;
2. Applicable prime burdens on direct labor;
3. Other direct costs as applicable (hardware, software, travel, subcontractors, etc.). Subcontractor dollars should be specified separately for each subcontractor at a total dollar level. Each subcontractor cost shall be detailed in the same format as the prime (i.e., a similar format as Appendix 2) which may be submitted directly by the subcontractor to the Government by the proposal due date; and
4. An appropriate rate of profit/fee depending on the risk associated with the TO and the nature of work in the TO.

## APPENDIX G-1

### SUGGESTED COST PROPOSAL FORMAT

ITOP II TASK ORDER COST PROPOSAL			
[Name of ITOP II Prime Contractor]			
[ITOP II Functional Area]			
[Period of TO Performance]			
<b>Labor Category</b>	<b>Composite Labor Rate*</b>	<b>Labor Hours</b>	<b>Dollars</b>
ITOP II Program Manager			
ITOP II Business Manager			
ITOP II Subcontracting/Resource Manager			
TO Project Manager			
Computer Systems Analyst			
Applications Programmer			
System Programmer			
Functional [Subject Matter] Expert			
Quality Assurance Specialist			
Data Base Analyst			
System Administrator/Operator			
Systems Engineer			
Information Systems Engineer			
Software Engineer			
Software Systems Specialist			
ADP Hardware Specialist			
Communications Hardware Specialist			
Communications Software Specialist			
Communications Network Specialist			
Operations Manager			
Technical Writer			
Computer/Telecommunications Security Systems Specialist			
IRM Analyst			
Training Specialist			
Procurement Product Specialist			
Imaging Specialist			
Other**			
<b>Total Composite Labor/Overhead Cost</b>			
Other Direct Costs (ODC)**			
Overhead/G&A Applied to ODC ( _____ %)*			
Total Cost			
Profit/Fee ( _____ %)			
Total Price/Cost Plus Fixed/Award Fee			

\* From August 1998 proposal unless otherwise noted and supported in task order proposal backup detail

\*\* Must be explained/justified in backup detail

**NOTE: See Procedures for calculating CAF in Section 4 C hereto.**

## APPENDIX G-2

### SUGGESTED COST PROPOSAL FORMAT

ITOP II TASK ORDER COST PROPOSAL			
[Name of ITOP II Prime Contractor]			
[ITOP II Functional Area]			
[Period of TO Performance]			
<b>Labor Category</b>	<b>Direct Labor Rate</b>	<b>Labor Hours</b>	<b>Dollars</b>
ITOP II Program Manager			
ITOP II Business Manager			
ITOP II Subcontracting/Resource Manager			
TO Project Manager			
Computer Systems Analyst			
Applications Programmer			
System Programmer			
Functional [Subject Matter] Expert			
Quality Assurance Specialist			
Data Base Analyst			
System Administrator/Operator			
Systems Engineer			
Information Systems Engineer			
Software Engineer			
Software Systems Specialist			
ADP Hardware Specialist			
Communications Hardware Specialist			
Communications Software Specialist			
Communications Network Specialist			
Operations Manager			
Technical Writer			
Computer/Telecommunications Security Systems Specialist			
IRM Analyst			
Training Specialist			
Procurement Product Specialist			
Imaging Specialist			
Other*			
<b>Total Direct Labor/Overhead Cost</b>			
Fringe Benefits/Overhead (as applicable)			
Subtotal			
Other Direct Costs (ODC)			
G&A			
Total Cost			
Profit/Fee			
Total Price/Cost Plus Fixed/Award Fee			

**NOTE: See Procedures for calculating CAF in Section 4 C hereto.**

## APPENDIX H

### ITOP II MONTHLY PROGRAM STATUS REPORT (MPSR)

Each prime contractor for the ITOP II PCO prepares the MPSR for the ITOP II PCO. The report shall include a brief summary of significant activities, problems and developments occurring during the reporting period, as well as progress made at the TO level. It provides a technical activity summary by ITOP II task order number. The report must be received by the ITOP II PCO, via e-mail (chon.son@gsa.gov), no later than the 15th of each month. A sample MPSR format is shown below:

#### 1.0 Contract Overview Charts

TO Number	TO Type	TO Value Without Options	TO Value With Options	Cost Status	Schedule Status	Quality Status
T990001	CPFF	\$100,000	\$ 600,000	GREEN	GREEN	GREEN
T990002	FFP	\$200,000	\$ 700,000	GREEN	<b>YELLOW</b>	GREEN
T000003	CPAF	\$300,000	\$ 800,000	GREEN	GREEN	GREEN
T000004	T&M	\$400,000	\$ 900,000	<b>RED</b>	GREEN	GREEN
T010005	FPAF	\$500,000	\$1,000,000	GREEN	GREEN	GREEN

The Contractor will evaluate each active task order and provide a subjective rating of cost, schedule and quality status using the following color coding by task order:

Green = No problem

Yellow = Minor problem

Red = Major problem

A red or yellow entry in the cost, schedule or quality status columns requires separate narrative comment in Section 3.0 of this report.

#### 2.0 Major Accomplishments and Milestone Achievements

Where applicable, the Contractor will provide narrative summarizing major accomplishments and milestones achieved.

#### 3.0 Problem Identification and Corrective Actions

For each red or yellow area identified in Section 1.0 of this report, the Contractor will provide a narrative describing the problem, its impact, the corrective actions being taken to remedy the problem, and any other pertinent information.

## APPENDIX I

### ITOP II EVALUATION OF CONTRACTOR'S PERFORMANCE (page 1)

This form shall be filled out by the client's representative (COTR and/or TOCO) after completion of contract performance by the contractor, or at the end of each annual performance period if option periods are included. Guidance concerning completion of this form should be obtained from the contracting officer.

Contractor Name: \_\_\_\_\_ Task Order No.: \_\_\_\_\_

Award Date: \_\_\_\_\_ Active? Yes ☐ No ☐ Date completed: \_\_\_\_\_

Total value (include options; contract modifications) \$ \_\_\_\_\_

Task Order Title: \_\_\_\_\_

Type of Evaluation: ☐ Interim ☐ Final for the period: \_\_\_\_\_ to \_\_\_\_\_

#### EVALUATION OF CONTRACTOR'S PERFORMANCE

The contractor should be evaluated using the following ratings:

**E** = Excellent: Contractor exceeded the requirements. Please explain how.

**S** = Satisfactory: Contractor met the requirements. If the contractor had difficulty meeting the requirements, explain why.

**U** = Unsatisfactory: Contractor did not meet all of the requirements. Explain all items of noncompliance or unsatisfactory performance, and whether and how the contractor was at fault, where applicable.

**N/A** = Not Applicable. Does not apply to the contract.

#### 1. **Cost/Price Control.**

Rating: ☐ E ☐ S ☐ U ☐ N/A

Consider: Did the contractor complete the contract within the contract amount or did the contract experience unwarranted cost growth?

#### 2. **Schedule Control.**

Rating: ☐ E ☐ S ☐ U ☐ N/A

Consider: Did the contractor meet the original completion date? Request an extension due to reasons within its control? Finish ahead of schedule?

#### 3. **Contract Administration.**

Rating: ☐ E ☐ S ☐ U ☐ N/A

Consider: Did the contractor respond to Government correspondence in a timely manner? Were unnecessary cost/price change proposals submitted? Were Government requested price changes submitted and negotiated promptly? Were contract modifications promptly executed? Were the subcontracts properly administered? Did the contractor comply with its subcontracting plan? Were progress reports submitted on time? Were invoices submitted correctly? Were contract discrepancies/problems reported promptly? Were major subcontracts administered properly?

#### 4. **Responsiveness to Government.**

Rating: ☐ E ☐ S ☐ U ☐ N/A

Consider: Were complaints from the Government resolved in a reasonable and cooperative manner? Were telephone calls responded to promptly? Were controversial issues resolved amicably? Was the contractor reasonable and responsive the Government's needs

## APPENDIX I

### ITOPH EVALUATION OF CONTRACTOR'S PERFORMANCE (page 2)

#### EVALUATION OF CONTRACTOR'S PERFORMANCE (CONT'D)

**5. Contract Compliance with Technical Requirements**

Rating ☐ E ☐ S ☐ U ☐ N/A

Consider: Were all of the contract requirements met? Were the objectives of the statement of work met? Were problems resolved? Will the delivered items or services be able to be used for the purpose intended? If not useable, why not?

**6. Key Personnel.**

Rating ☐ E ☐ S ☐ U ☐ N/A .

Consider: Did the personnel have the knowledge and expertise necessary to perform the technical requirements? Were changes in key personnel made? How often were they made?

**7. Recommendation:** Would you recommend award to this contractor for future contracts for like or similar requirements? ☐ Yes ☐ No. If no, please attach full explanation.

Name of Evaluator: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**(Technical)**

Title of Evaluator: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Evaluator: \_\_\_\_\_ Phone Number \_\_\_\_\_

**Optional: (End User)**

Title of Evaluator: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Evaluator: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**Title of Evaluator: Contracting Officer**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

In accordance with FAR 42.15, the ITOPH CO will allow the contractor a minimum of thirty days to review this evaluation form.

## **APPENDIX J**

### **ITOP II GLOSSARY**

#### **A**

ADR Alternate Dispute Resolution Procedures

#### **B**

Business Practice Business practice within the Transportation Administrative Service Center

#### **C**

CO Contracting Officer  
 COR Contracting Officer's Representative (e.g., COTR)  
 Contract Year Year of contract as measured from contract award date (5/23/96)  
 Contract Ceiling Year Year of contract as measured from contract initiation date (7/1/96) - used to track cumulative directed (sole source) awards to each prime contractor per year against the cumulative \$3M directed task order maximum.

#### **D**

DOA Delegation of Authority

#### **E**

EDI Electronic Data Interchange

#### **F**

FAR Federal Acquisition Regulation  
 FPDS Federal Procurement Data System

#### **G**

GFI Government Furnished Information  
 GFP Government Furnished Property  
 GSA General Services Administration

#### **I**

IDIQ Indefinite Delivery Indefinite Quantity  
 IPOC ITOP II Point of Contact [Client]  
 ISE Information Systems Engineering  
 ISRF ITOP II Service Request Form  
 ISS Information System Security Support Services  
 IT Information Technology  
 ITOP II Information Technology Omnibus Procurement  
 ITOP II PCO Procuring Contracting Officer

## **O**

ODC                      Other Direct Costs

## **P**

PBS                      Performance Base Specification  
PM                        ITOPII Project Manager within the Special Project Office  
PR                        Purchase Request Form

## **R**

Requesting Activity Office    Either the Governmental agency's ITOPII Point of Contact or the technical office that has the requirement

## **S**

SOM                      Systems Operations & Management  
SOOs                      Statement of Objectives  
SOW                        Statement of Work  
SVC-182                    Special Project Office code within the Transportation Administrative Service Center

## **T**

TO                        Task Order issued under the program  
TOCE                      Task Order Cost Estimate  
TOCO                      Task Order Contracting Officer  
TORFP                    Request for Proposal

## **W**

WBS                      Work Breakdown Structure  
WA                        Work Authorization

## APPENDIX K

### CONTRACT TYPES

The provisions of the Federal Acquisition Regulations govern contracting within the Federal Government (FAR), which is further supplemented by Agency and Organizational directives and policies. The FAR provides extensive reference information relative to the accepted use of various contract types. The information provided in this appendix is meant to provide only the major elements for consideration when determining the appropriate type of contracts, and does not purport to provide an exhaustive discussion of the options. Refer to the FAR for complete details on each of the contract types available under Federal contracts.

An ITOP II Task Order is awarded primarily to provide for Information Technology (IT) Services, and may contain one or more of the following contract types: Firm Fixed Price (FFP); Fixed Price Award Fee (FPAF); Cost Plus Fixed Fee (CPFF); Cost Plus Award Fee; and Time And Materials (T&M). In this context, an ITOP II Task Order is a written agreement between the Government and a contractor to provide services in support of a specific Government mission. The process of determining the appropriate type of contract to use may be approached via a four-step process:

1. Determine the **logical divisions** (if any) of the work effort(s) within your overall requirement.
2. Assess the **major environmental characteristics** in which each of these work efforts will be performed.
3. Consider the inherent **risks** and **responsibilities** of the available contract types.
4. Decide which type provides the best **balance** for each work effort.

#### Logical Divisions of Work

It is common practice to utilize some form of a Work Breakdown Structure (WBS) to divide task orders into Contract Line Items (CLINs) according to the logical divisions of work contained within the overall requirement. This is done to facilitate task management, to provide checkpoints for approval of work results or deliverables, and to provide appropriate points to assess contractor performance.

A Task Order requiring development of an IT solution may typically be divided between work efforts such as: Business Process Reengineering; Architectural and/or Migration Planning; Implementation Planning; Implementation; Training; and Operation and Maintenance (O&M). Only one contract type may be used within any specific Contract Line Item Number (CLIN).

#### Major Environmental Characteristics

Within each logical work area, key environmental characteristics may be reviewed to assist in deciding an appropriate contract type:

- **Degree of Stability**
  - ◆ Scope: Does the scope of work contain wide or narrow ranges of activity?
  - ◆ Size: Does the size of the group receiving the work product change frequently or unexpectedly?
  - ◆ Standards: Does the organization subscribe to ISO or SEI Standards?
  - ◆ Does the area receiving the work product have operational standards? Hardware standards? >Software Standards? Communication Standards?
  - ◆ Documentation: Are existing systems/applications well documented?
  - ◆ Volatility: Will hardware/software changes/upgrades be required within the work unit?

- Are hardware/software/communications maintained at current levels?
- Are clear lines of authority established over areas to receive support?
- Is the group to be supported a “policy” or “operational” organization?

In general, environmental stability varies indirectly with project risk and varies directly with the ability to provide an accurate project definition prior to project inception. In other words, greater the degree of environmental stability, the lower project risk is, and the greater degree the project may be pre-defined.

## Risks and Responsibilities

Each project, or logical work area, carries with it a degree of risk, both to the Government as well as to the Contractor. For the Government, risk is measured in terms of *meeting requirements* and *controlling costs*. For the Contractor, risk is measured in terms of *controlling profit* and ensuring good *performance ratings*.

In the ideal situation, these goals are mutually supportive, and both parties work together harmoniously to reach common objectives. The degree to which the parties meet their *responsibilities* will determine the degree of success. The foundation for the entire project is created by the SOW, SOOs or PBS and is executed according to the motivations supported by the type of contract selected.

Projects operating in a relatively stable environment emphasize the Government’s responsibility to accurately define the task requirements in advance of work performance and to establish appropriate performance measures. After award, properly constructed metrics and procedures will result in relatively easy performance monitoring.

As the environment becomes more volatile and therefore less predictable, the Government’s responsibility switches from pre-award requirement definition to post-award management.

## Determining the Best Balance

Different contract types lend themselves to different work environments and require different emphasis on risk management and meeting project responsibilities.

***Firm Fixed Price*** contracts:

- Are best suited to relatively stable environments.
- Require extensive requirement definition within the SOW, SOOs or PBS.
- Need adequate pre-defined performance measurements.
- Shift risk from the Government to the contractor, with the result that the contractor must ensure all costs are included in their bid.
- Usually carry a higher fee due to a higher implied degree of contractor risk.

***Fixed Price Award Fee*** contracts:

- Are best suited to relatively stable environments.
- Require extensive requirement definition within the SOW, SOOs or PBS.
- Shift risk from the Government to the contractor, with the result that the contractor must ensure all costs are included in their proposal. Fixed price (including normal profit) paid based on satisfactory performance.
- Additional fee paid based on meeting additional performance requirements.
- Requires more extensive post award administration than FFP.

***Cost Plus Fixed Fee*** contracts:

- Are best used in more volatile environments, with many co-existing variables, and requirements for shorter-term projects.
- Require more post-award management skills than FFP.
- Are more appropriate for smaller projects performed over limited periods than Cost Plus Award Fee.
- Require less administration than Award Fee, and are more practical for small dollar requirements.
- Shift risk from the contractor to the Government, lessening the need for the contractor to protect themselves from losses.
- Usually carry a lower fee due to a lower implied degree of contractor risk.
- Have at times resulted in underestimated costs when proposing (the “buy-in” proposal phenomenon).

***Cost Plus Award Fee*** contracts:

- Are best suited in more volatile environments, where scope or size is expected to change, and support is required over longer terms.
- Require more extensive post-award administration than CPFF.
- Are more appropriate for multi-year requirements for over approximately \$1M of annual support.
- Substitute positive reinforcement for negative punishment (e.g. liquidated damages).
- Shift risk from the contractor to the Government for direct labor costs, however contractor retains profit risk as measured by performance.
- Directly motivate Contractor management to meet client requirements, as opposed to CPFF.
- When properly constructed, can help mitigate the “buy-in” tendency by tying fee to cost control.

***Time And Material*** contracts:

- Are well suited for sporadic requirements.
- Are appropriate for highly defined requirements.
- Are very useful for intermediate use of very highly skilled personnel.
- Work well with shifting priorities.
- Require close oversight as contractor is paid additional profit with each hour worked.

## Special Considerations

Cost type contracts carry with them certain risks associated with the ultimate cost of services being provided. The most important of these relate to the ability to meet the organizations mission while controlling direct costs.

Another risk derives from the indirect cost estimates that are included in the “burdened” contractor rates as shown in this handbook (and inherent in any cost plus contract). Despite the fact that a contractor may enter into a contract that specifies certain “overhead” percentage rates to be applied to direct labor, these rates are usually the contractor's “provisional” rates, and may vary during the performance of the Task Order. These rates change through a process in which the Government reviews and approves changes, usually on a contractor’s fiscal year basis.

These rates are calculated by computing the ratio of contractor overhead to direct cost. If, when estimating provisional overhead rates, the contractor either **over** estimates the amount of business that will be done during the period, or **under** estimates the overhead costs for the period, the result is that the revised overhead rates may be higher than the originally estimated provisional rates. Conversely, if the contractor either **under** estimates the amount of business or **over** estimates overhead, the resulting revised rates may be lower than the provisional rates.

Because they are calculated after the fact, revised rates are then applied to direct cost on a **retroactive basis**, for the entire period in question. Depending on the amount of direct labor involved and the degree of change in the rates, this process can result in significant cost changes, either increasing or decreasing cost to the Government, unless the terms of the contract fix the overhead rates through use of an overhead ceiling rate clause.

In some cases, long-term contracts may be audited some time after the end of the period of performance, with the resulting adjustment being made at a time significantly after project completion.

In addition, in cases where the Government finds it necessary to terminate a Task Order for the convenience of the Government (T for C), due to a loss in funding or termination of an activity, the Government may be liable for certain termination expenses.

The Enterprise GWAC Center is entirely supported by administrative fees charged for providing services as described in this manual. The Enterprise GWAC Center does not receive any appropriated funding and must look to the client to obtain all funding to support cost type contracts. It is important, therefore, that the client understand the potential risk inherent in the use of cost type contracts.

Please be advised that the client is responsible for any and all costs associated with the completion of their task order. When the client funds a TO by a reimbursable agreement, the client acknowledges their responsibility for and agrees to fund any appropriate increase in cost associated with the TO.

## **APPENDIX L**

### **INFORMATION ON REIMBURSABLE TASK ORDERS**

Cost Type Contracts: CPFF and CPAF type Task Orders established under ITOPH contracts may be subject to variances in overhead costs due to fluctuations between provisional and actual overhead (indirect cost) rates. Please refer to Appendix K for more information on contract types and their potential impact on cost.

The purpose of this section is to ensure that the requesting organization is fully aware of their responsibility for any required modifications in funding level for their requested Task Order due to fluctuations in indirect cost rates.

To avoid this situation, in some circumstances, Task Orders may include a requirement to establish a fixed ceiling cap on overhead rates to ensure all costs are fully defined in advance. This option allows contractors to adjust their bid rates from those already established under the ITOPH program for this Task Order.

If the client accepts provisional rates, they must understand that future changes in those rates may result in adjustments to Task Order costs on a retroactive basis. In this instance, the client understands and accepts full responsibility for funding any such adjustments that may result at a future date.

Prompt Payment: The Prompt Payment Act requires that contractor invoices be paid within a 30-day period, in normal circumstances. By law, the Government pays interest on late payments. The TOCO assumes responsibility for ensuring that invoices are processed within established timeframes, but must receive COTR concurrence prior to approving payment of invoices. Therefore, it is imperative that COTRs in the client organization cooperate in the prompt processing of invoices in order to meet this objective.

**END OF PAGE**

## **APPENDIX M**

### **CONTRACT ADMINISTRATION**

#### **SAMPLE REQUEST FOR CONTRACT MODIFICATIONS**

Dear TOCO (Name of TOCO):

I am writing to request a modification to Task Order # \_\_\_\_\_, under ITOPII Basic Contract No. \_\_\_\_\_ with \_\_\_\_\_ (vendor name). The changes required are as follows:

(Described needed changes or desired goal with as much detail as possible. Identify the specific section of the statement of work to be modified. Describe any additional tasks listed below or provided as an attachment to this letter. Describe any increase/decrease to the level of effort, reassignment of the COTR, adding new clauses, etc.)

Provide a statement regarding whether or not there are any attachments to the letter (e.g., addendum to the statement of work, Agency specific clauses, DD-254s, etc.)

Provide brief explanations of the reason changes are needed.

State the desired effective date of the changes.

State whether or not a Cost and/or Technical proposal is required. *(A Cost and Technical proposal is usually required for a bilateral modification, which adds new requirements to the Task Order that were not originally priced. However, in cases where the client is satisfied with the contractor's understanding of the additional effort, a technical proposal is not required.)*

State whether or not the changes affect option years. If applicable, identify the option years.

If you have any questions please contact the undersigned or (Provide alternate) at (telephone nos.).

Sincerely,

(POC)